Department: Information Systems   Spec Disk: CC
Classification: Competitive   Document: 28
Grade: 6 – 40 Hour Position

SOFTWARE SUPPORT ASSISTANT TRAINEE

DISTINGUISHING FEATURES OF THE CLASS:

This is a trainee position in the Information Systems Department and involves the responsibility to learn and perform the functions of a Software Support Assistant. The incumbent will learn to assist computer users with computer problems and more complex software operations. The trainee undergoes on the job self-directed and classroom training to become a qualified Software Support Assistant. The incumbent may operate a help line or respond to help line calls as directed by a higher-level employee. The incumbent will learn to serve two primary functions: directly assisting County employees in the use of computer software and routine operating problems and gathering information on more complex problems in order to dispatch the appropriate technical support staff. The incumbent will be provided in-depth training directly related to the County's financial software program and will become the response person to assist users in the daily use and operation of such programs. In addition, the incumbent performs a wide variety of routine administrative duties to support the unit, including maintaining records, performing data management tasks, and assisting in the transport and installation of equipment and software. Work is performed under the general supervision of higher-level staff. Supervision of others in not a normal function of the position. Trainee appointments are for a period of one year following which incumbents who received satisfactory ratings will be advanced to the title of Software Support Assistant without further examination.

TYPICAL WORK ACTIVITIES:

Learns to serve as the help desk operator, assisting computer users with software and more routine hardware and network problems, or gathering enough information to refer more intricate problems to the proper technical staff;
May initiate work orders for response by other technical staff to install equipment, to resolve hardware and software problems, or to relocate equipment or upgrade computers and peripherals;
Learns to performs conversion of data from one system to another (i.e., paper to disk/tape, database to spreadsheet, word processing package to another word processing package);
Learns how to create and run reports from PC database application as needed to monitor activity, and identify problem areas, etc.;
May complete routine user security change requests;
Once trained, participates in the training of software end users, particularly as it relates to the County's financial software programs;
Performs field work including the transportation and placement of equipment and the direct assistance of users;

Learns the configuration and use of various system/utility software packages to perform remote troubleshooting and problem resolution, remote desktop imaging, tracking of operating system activity, etc.;
Learn to install PC and network application software;
Does related work as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Ability to learn and to be trained in basic microcomputer software programs, including the County's financial software programs, software programs for word processing, desk top publishing, spreadsheets and database management; ability to understand and interpret written materials; ability to establish and maintain working relationships with others; ability to effectively instruct others in the use of computer software; patience; courtesy; tact; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of a high school equivalency diploma, including or supplemented by fundamentals of micro-computers, including Windows based operating systems, and the configuration and customization of personal computer software for word processing, database management and spreadsheet applications;

SPECIAL REQUIREMENTS:

Possession of a valid New York State Class D Driver's License.
Candidates must be able to transport and place computer equipment and related peripherals weighing up to 50 pounds.

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