SOFTWARE SUPPORT ASSISTANT

DISTINGUISHING FEATURES OF THE CLASS:

The incumbent will assist computer users with computer problems and more complex software operations. The incumbent may operate a help line or respond to help line calls as directed by a higher-level employee. The incumbent will 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 be 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.

TYPICAL WORK ACTIVITIES:

Serves 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 initiates 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;
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);
Creates and run reports from PC database application as needed to monitor activity, and identify problem areas, etc.;
Completes routine user security change requests;
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;
Configures and oversees various system/utility software packages to perform remote troubleshooting and problem resolution, remote desktop imaging, tracking of operating system activity, etc.;
Installs PC and network application software;
Does related work as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of 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:

(a)   Graduation from a regionally accredited or New York State registered college or university with an Associates degree in computer science or closely related field, and one (1) year of full-time work experience which primarily involved the use, configuration and customization of personal computer software for word processing, database management and spreadsheet applications;

(b)   Three (3) years of work experience as described in (a);

(c)   An equivalent combination of training and experience as indicated in (a) and (b) above.

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.

Created: 10/17/2019