

COMPUTER SUPPORT TECHNICIAN TRAINEE

DISTINGUISHING FEATURES OF THE CLASS: This is technical work involving installation, configuration, troubleshooting and performing repairs on computers, printers and network devices in a school or school district, including but not limited to such duties as providing support and assistance to end users by responding to helpdesk requests, troubleshooting technical issues, repairing computers and peripheral equipment. Considerable contact and interaction with school staff and students is required. Responsibilities include monitoring and maintaining the integrity of various installed networks, and may include maintenance and upgrade of virus software, user-data backups, malware and spam protection. Trainees receive instruction on the mission and organization of school district computer, network and information technology administration, expectations relative to provision of support to users, specifics of technological systems maintenance and operations, and a variety of related duties. As familiarity with the various duties and processes increases, greater leeway for independent judgment is allowed. Upon successful completion of the one-year training program, the employee is promoted to the full performance position without further examination. Work is performed under general supervision of school administrators and under direct supervision of higher level IT employees. Supervision of others is not a responsibility of this position. Performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

- Receives training and assists in providing support for and maintenance of computers, servers, peripherals, network devices and other computer hardware;
- Receives training and assists in installing, configuring, maintaining and updating desktop and laptop computer operating systems, drivers and application software;
- Receives training and assists in monitoring and maintaining the integrity of various installed networks;
- Receives training and assists in diagnoses, troubleshooting, and repairing computer problems relating to software packages, basic hardware issues, security and password problems;
- Receives training and assists in communications with service providers about repair and technical support as necessary;
- Receives training and assists in evaluation of hardware and/or software applications by reading documentation, testing, and/or demonstrating to determine appropriateness of technology to meet user requirements, so as to be prepared to make recommendations based on evaluation;
- Receives training and assists in providing user support for questions and problems involving computer hardware, connectivity, software and peripheral equipment associated with the computer system or referring such questions to the appropriate person;
- Receives training and assists in maintaining logs of system errors, end-user problems and/or user help desk calls and relaying information to technical supervisor when appropriate;
- As appropriate, may receive training and assist in instructing, demonstrating or training staff and/or students in proper use of hardware and software, either on a one-to-one or group basis;
- As appropriate, may receive training and assist in providing technical support for other school-specific applications such as weather

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stations, instructional technology department, audio-visual program, computer laboratories, website maintenance, etc.;

Performs a variety of related duties as required.

Typical Work Activities are intended only as illustrations of possible types of work that might be appropriately assigned to an incumbent of this title. Work activities that do not appear above are not excluded as appropriate work assignments, as long as they can be reasonably understood to be within the logical limits of the job.

FULL PERFORMANCE KNOWLEDGES, SKILLS ABILITIES AND PERSONAL CHARACTERISTICS:

Working knowledge of principles and practices of computer system (software and hardware) operations, analysis and troubleshooting computers, servers, printers and network devices; some knowledge of web utilities and software; good technical aptitude and ability to acquire knowledge of techniques regarding installation, configuration, maintenance, repair and upgrade of a variety of computer hardware and software, including operating systems, drivers and related software for peripheral components, etc.; motivation to stay current with changes in technology; ability to ability to express ideas clearly and effectively, both orally and in writing; ability to understand and follow oral and written instructions; ability to establish and maintain effective working relationships; initiative; tact and courtesy.

MINIMUM QUALIFICATIONS: Either

- a) Associates degree or higher; or
- b) Graduation from high school or possession of a comparable diploma, one (1) year of full time work experience in any field, and familiarity with use of computer applications to enter data, maintain records, prepare reports and/or documents; or
- c) An equivalent combination of training and experience as indicated in a) and b) above.

PLEASE NOTE: Education beyond the secondary level must be from an institution accredited or recognized by the Board of Regents of the New York State Department of Education, as a post secondary, degree-granting institution.

SUBSTITUTION NOTE: Current/active certification as a Certified Network Engineer, i.e., CNE from Novell, or a Microsoft Certified Engineer (MCE) from Microsoft, may be substituted for six (6) months of the required experience.

TRAINEESHIP COMPLETION NOTE: Appointment to this Trainee position leads to appointment in the full title (Computer Support Technician) without further examination after successful completion of a one (1) year traineeship.

SPECIAL REQUIREMENT FOR APPOINTMENT IN SCHOOL DISTRICTS: In accordance with the Safe Schools Against Violence in Education (SAVE) legislation, Chapter 180 of the Laws of 2000, and by the Regulations of the Commissioner of Education, candidates for appointment in school districts must obtain clearance for employment from the State Education Department prior to employment based upon a fingerprint and criminal history background check.