

## COMPUTER SUPPORT TECHNICIAN

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. Work is performed under general supervision. Supervision of others is not a responsibility of this position. Performs related work as required.

### TYPICAL WORK ACTIVITIES: (Illustrative only)

Provides support for and maintenance of computers, servers, peripherals, network devices and other computer hardware;  
Installs, configures, maintains and updates desktop and laptop computer operating systems, drivers and application software;  
Monitors and maintains the integrity of various installed networks;  
Diagnoses, troubleshoots, and if possible, repairs computer problems relating to software packages, basic hardware issues, security and password problems;  
Communicates with service providers about repair and technical support as necessary;  
Evaluates hardware and/or software applications by reading documentation, testing, and/or demonstrating to determine appropriateness of technology to meet user requirements, and makes recommendations based on evaluation;  
Provides user support for questions and problems involving computer hardware, connectivity, software and peripheral equipment associated with the computer system or refers such questions to the appropriate person;  
Maintains logs of system errors, end-user problems and/or user help desk calls and relays information to technical supervisor when appropriate;  
May instruct, demonstrate or train staff and/or students in the proper use of hardware and software, either on a one-to-one or group basis;  
May provide technical support for other school-specific applications such as weather 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.*

COMPUTER SUPPORT TECHNICIAN (cont'd)

FULL PERFORMANCE KNOWLEDGES, SKILLS ABILITIES AND PERSONAL

CHARACTERISTICS: Good knowledge of principles and practices of computer system (software and hardware) operations, analysis and troubleshooting computers, servers, printers and network devices; working knowledge of web utilities and software; good technical aptitude and ability stay current with changes in technology; ability to install, configure, maintain, repair and upgrade a variety of computer hardware and software, including operating systems, drivers and related software for peripheral components, etc.; 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.

MINIMUM QUALIFICATIONS: Either

- a) Associates degree or higher, or sixty (60) college credits towards a degree, in computer science or related field; or
- b) Graduation from high school or possession of a comparable diploma and one (1) year of experience in computer technology, business, education, or related field which must have involved computer maintenance and repair, hardware/software applications, and/or analysis; 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.

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.