

## GRAPHIC DESIGN AND COMPUTER SUPPORT SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: This is technical and design work of a moderate level, primarily involving graphic aspects of website design, development and maintenance. The incumbent of this position uses a variety of technologies to create designs, concepts, and graphics to meet specific needs for both internet and print media, e.g. websites, web pages, and logos, as well as printed products such as displays, letterheads, business cards, etc. Work also involves responsibility for maintenance and modification of websites. Additionally, the incumbent of this position assists with maintenance and operation of Local Area Network (LAN) components, end-user support services, basic network administration activities, as well as installation, configuration, modification and maintenance of a variety of computer hardware, software and peripheral components. Work is performed under general supervision of a director or other higher level employee, with considerable leeway allowed for the exercise of independent judgment in carrying out details of the work. Supervision of others is not a responsibility of this position. Performs related duties as required.

### TYPICAL WORK ACTIVITIES: (Illustrative only)

Develops, designs, tests, uploads, maintains and modifies websites and web pages;

Manages web-related projects;

Creates designs, concepts, and sample layouts for web and print purposes, utilizing layout principles, esthetic design concepts, and technological capabilities;

Prepares illustrations, rough sketches or other presentations of material, in order to discuss with clients and/or supervisors and make necessary changes;

Creates final graphic print products utilizing desktop publishing capabilities;

Assists in the support 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;

Assists with the diagnosis, troubleshooting, and if possible, repair of computer problems relating to software packages, basic hardware issues, security and password problems;

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;

Performs related general clerical duties;

May assist with installation, configuration, maintenance, and operation of LAN components and services;

May assist with diagnosis and resolution of network problems, as well as routine backup, disaster recovery planning and virus and malware network administration activities;

May test and evaluate new computer hardware, associated operating system software and peripheral equipment;

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May assist in analyzing technical problems and recommending solutions;

May be responsible for assisting with implementing and maintaining other information technologies, such as closed-circuit television, digital video or other audio-visual systems;

Performs related functions 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: Good knowledge of web utilities and web design software; good knowledge of design techniques, tools, and principles; good knowledge of theory and techniques required to compose and produce visual art works; good knowledge of principles and practices of computer system (software and hardware) operations, analysis and troubleshooting computers, servers, printers and network devices; 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 understand and follow oral and written instructions; ability to establish and maintain effective working relationships.

MINIMUM QUALIFICATIONS:

Bachelors degree in Computer Science, Information Science, Web Development, or a related field, and two (2) years of full-time, paid experience working with computer software/hardware applications which must have primarily involved website design activities and utilization of graphics software.

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: Post-graduate education may be substituted for one (1) year of the required experience indicated above on the basis of thirty (30) college credits per year of experience.

TRAINEE NOTE: In the event enough qualified candidates with appropriate experience cannot be recruited, a candidate lacking up to one (1) year of the required experience may be appointed as a TRAINEE. Such candidate must possess at least a high school or comparable diploma.