

INFORMATION SYSTEMS TECHNICIAN

DISTINGUISHING FEATURES OF THE CLASS: This is moderately high level technical work which involves computer and networking systems, including Internet-connectivity. Responsibilities include installation, configuration, maintenance, and operation of Local Area Network (LAN) components, end-user support services, as well as basic network administration activities including diagnosis and resolution of network problems, routine backup, disaster recovery planning and virus and malware protection. Additional duties include installation, configuration, modification and maintenance of a variety of computer hardware, software and peripheral components. Work also involves some training of end users, and possible evaluation of new hardware/software and/or recommendation of hardware/software improvement and corrections. Responsibilities may also include other information technologies, such as closed-circuit television or other audio-visual systems. Work is performed under general supervision, with considerable leeway allowed for the exercise of independent judgment in carrying out details of the work. May provide supervision to lower level technical and clerical staff. Performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Cables, configures, installs, maintains and repairs local and/or wide area network (LAN/WAN) hardware and software;

Diagnoses, troubleshoots, and, if possible, repairs computer problems relating to software packages, basic hardware issues, security and password problems;

Answers questions and problems involving computer hardware, connectivity, software and peripheral equipment associated with the computer system or delegates/refers such questions appropriately;

Installs and configures desktop and laptop PCs and peripheral equipment to domains/LANs;

Installs, configures and maintains desktop and laptop PC hardware, software, associated computer operating systems and peripheral equipment;

Diagnoses, troubleshoots and, if possible, repairs desktop and laptop PC hardware, software, associated computer operating systems and peripheral equipment, or, when necessary, arranges for repair by service providers;

Monitors and oversees daily operations and performance of computer and network systems;

Develops and implements preventive maintenance schedules, and conducts computer diagnostics to investigate, troubleshoot and resolve problems with computer and network systems and individual computers;

Tests and evaluates new computer hardware, associated operating system software and peripheral equipment;

Analyzes technical problems and recommends solutions;

Instructs or trains staff in the proper use of hardware and software on a one-to-one basis;

Oversees the maintenance of logs of errors, problems, and user calls such as would be done with a typical "helpdesk" application;

Oversees the implementation of operating procedures and standards;

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Orders and maintains supplies;
Performs or delegates related general clerical duties;
May be responsible for implementing and maintaining other information technologies, such as closed-circuit television or other audio-visual systems;
Performs a variety of related activities 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 principles and practices of networking and computer system (software and hardware) operations, analysis and troubleshooting; good technical aptitude and ability stay current with changes in technology; ability to install, configure, maintain, repair and upgrade a variety of network and computer hardware and software, including operating systems, drivers and related software for peripheral components, etc.; ability to communicate 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 in Computer Science or related field; and four (4) year of experience installing and maintaining microcomputers including hardware/software and local area networks; or
- b) Graduation from high school or possession of a comparable diploma and six (6) years of experience in the computer technology field which must have involved system or program design, help desk activities, hardware/software troubleshooting, support, repair, or related computer technology activities; or
- c) Eight (8) years of experience in the computer technology field as described in a) above; or
- d) An equivalent combination training and experience as described in a) and b) above.

SUBSTITUTION NOTE: Post-secondary level education may be substituted for the required experience indicated above on the basis of thirty (30) college credits per year of experience.

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.

PROMOTION NOTE: A candidate who lacks the required experience may be deemed eligible for promotion, as determined by the appointing authority, provided such candidate has a minimum of one (1) year permanent competitive class status in a computer systems or information technology technical support position, and meets the education requirements, as stated above.