

COMPUTER TECHNICIAN COORDINATOR

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for planning, coordinating and supervising the maintenance of existing computer system applications, identifying hardware needs; installing, configuring and maintaining software and hardware; and responding to the needs of end users in one or more county departments. Work is performed under general supervision of the Chief Information Officer or an Assistant Director of Information Technology. Does related work as required.

TYPICAL WORK ACTIVITIES:

Provides daily direction and communication to employees so that customer service calls are answered in a timely, efficient and knowledgeable manner;

Provides continual evaluation of processes and procedures; suggests methods to improve operations, efficiency and service to customers;

Establishes work procedures and processes that support organizational and departmental standards, procedures and initiatives;

Maintains inventory of computer hardware and peripherals, computer software, including maintenance and repair records;

Provides guidance and training to the IT Service Delivery team and participates in all aspects of their work;

Investigates user problems; identifies their source; determines possible solutions; tests and implements solutions;

Prepares specifications for purchase of computer hardware, following established County guidelines and best practices;

Maintains a variety of computer hardware, software and peripheral components;

Maintains and repairs computer and peripheral equipment (e.g. terminals, printers, modems) not covered by warranty or service contract;

Coordinates installation, maintenance or repair of computer hardware with department or agency;

Provides on-site or help-desk support to resolve user problems, and coordinates additions or changes to IT systems and environments with other IT teams;

Coordinates the timely completion of repairs with service providers;

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of the operation of computer hardware, software and peripherals used throughout the county;

Good knowledge of standard office software applications including word processing, spreadsheets and databases;
Good knowledge of the capabilities of data processing equipment;
Good knowledge of personal computer hardware characteristics, compatibilities, and cost;
Good knowledge of the principles, practices, methods and capabilities of computer hardware and software in use;
Skill in the use of tools and equipment used in the installation and repair of computer hardware;
Ability to train, provide guidance, and schedule staff;
Ability to supervise projects and assign work for others;
Ability to provide helpdesk support and resolve problems to the end user's satisfaction;
Ability to diagnose hardware and software problems and devise a solution for the problem;
Ability to modify and configure software and programs for personal computers;
Ability to establish and maintain effective working relationships;
Ability to give clear and concise oral and written instructions;
Ability to express oneself clearly and effectively both orally and in writing;
Ability to maintain inventory and operational records;
Ability to perform close detail work;
Ability to work independently;
Ability to lift, carry, push, and/or pull; climb, balance; stoop, kneel, crouch, crawl; and use fine finger dexterity.
Strong customer service skills, tact, courtesy, and patience.

MINIMUM QUALIFICATIONS:

- A) Possession of a Bachelor's degree or higher, in computer science, computer technology, data processing, management information systems, information resource management, or closely related field, and three (3) years' experience troubleshooting and supporting computer hardware and systems; or
- B) Possession of an Associate's degree or higher, in computer science, computer technology, data processing, management information systems, information resource management, or closely related field, and five (5) years' experience troubleshooting and supporting computer hardware and software; or

- C) Graduation from high school or possession of an equivalency diploma and seven (7) years' experience troubleshooting and supporting computer hardware and software.
- D) An equivalent combination of training and experience as indicated between the limits of A), B), and C) above.

NOTE: Your degree must have been awarded by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of education. If your degree was awarded by an educational institution outside of the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the internet at <https://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

SPECIAL NOTE: Because of the radical evolution of technology in this field, qualifying experience must have been gained within the last five years.

SPECIAL REQUIREMENT: Possession of a valid New York State driver's license appropriate for the vehicle operated.

"BACKGROUND INVESTIGATION AND ADDITIONAL SCREENINGS: Each candidate is subject to a thorough background investigation to comply with requirements related to security, data types and supported systems. A conviction at any time may bar appointment to this position, result in termination and/or require additional screening at the discretion of the employer."