COMPUTER SUPPORT SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for using a variety of personal computer applications to support day-to-day operations of a department or agency, and for providing help-desk support to its employees by evaluating, diagnosing and trouble-shooting customer computer problems related to software packages and basic hardware issues and offering resolutions to the problems. The incumbent designs and maintains web sites, creates a variety of forms, reports, surveys and databases by entering data.   The work is performed under general supervision. Does related work as required.

TYPICAL WORK ACTIVITIES:

Provides customers with first-level diagnosis and trouble-
     shooting of computer problems relating to software packages, basic
     hardware issues, word processing spread sheets, accounting systems
     and specific applications;
Creates or assists other employees in creating forms, surveys, reports
     and databases;
Enters data into various databases including training data,
     employees'passwords and mailing addresses;
Refers more complex questions and problems involving computer
     hardware, connectivity, software and peripheral equipment
     associated with the computer system to the appropriate
     technical specialist or vendor;
Reports incidents and arranges for repair of desktop and other
     computer hardware when necessary;
Follows-up with customers to ensure that problems are resolved
     and updates them regarding actions taken or planned;
Creates and maintains a database measuring on-going level of
     Customer support and repeated problems, including resolutions to
     these problems;
Contacts vendors regarding bills and supplies received by a department;
Performs a variety of clerical tasks including answering
     phones, taking messages and opening and distributing mail;
Operates a variety of common office equipment including a
     personal computer, photocopier, fax machines and printers;
Attends training sessions as required;
May design, update and maintain web sites for various
     divisions, agencies, or departments including updating and
     maintaining an online telephone directory.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of software applications including word-
    processing spreadsheets, database and web site software;
Good knowledge of modern office terminology, procedures, equipment and
    business English;
Good knowledge of information technology help desk
    procedures, processes and practices;
Good knowledge of the principles and practices of
    providing effective and timely customer support;
Working knowledge of data communication networks;
Ability to guide customers in the use of computers
    and various software packages;
Ability to problem-solve computer related problems;
Ability to communicate clearly both orally and in
    writing;
Ability to operate a personal computer and utilize common software
    programs including word processing, spreadsheets and databases at an
    acceptable rate of accuracy and speed;
Ability to analyze, organize and maintain accurate records and files;
Ability to understand and interpret complex oral instructions and/or
    written directions;
Ability to establish and maintain effective working relationships with
    others;
Ability to perform close, detail work involving
    considerable visual effort and concentration;
customer service orientation;
Initiative, tact, patience, good judgment;
Resourcefulness;
Reliability;
Accuracy.

MINIMUM QUALIFICATIONS:

A)   Successful completion of thirty (30) credit hours* in Management
      Information Systems, Computer Science, Information Resources
      Management, Information Technology, or a closely related field from
      a regionally accredited college or university or one accredited by
      the New York State Board of Regents to grant degrees; or

B)   Graduation from high school or possession of a high school
      equivalency diploma and (1) year experience creating forms, reports,
      surveys, databases and web sites; OR

C)   An equivalent combination of training and experience as indicated
       above.

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COMPETITIVE