

Wayne-Finger Lakes BOCES Vacancy

Appointment will be made on a Provisional basis, with Permanent appointment following successful qualification in the Civil Service Examination. Application to apply for the exam is located under the 'EXAMS' tab.

INFORMATION TECHNOLOGY SUPPORT TECHNICIAN I

DISTINGUISHING FEATURES OF THE CLASS: This involves providing technical support including maintenance and installation for desktop and mobile device software and hardware. The incumbent must analyze and resolve problems relating to the above statement. Work is performed under the general supervision of a higher staff member. Supervision over the work of others is not a responsibility of this position. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Installs internal and external PC hardware;
Installs PC and mobile device operating systems;
Configures computers for network connectivity;
Attends technical support and vendor training;
Resolves hardware and software problems with PC and mobile devices;
Analyzes and resolves common problems concerning PC software and hardware to determine an acceptable solution and ensures that all supported applications run;
Answers questions concerning computer operating functions;
Documents call resolutions for all reported problems;
Installs PC and mobile device software and updates as well as ensuring network connectivity.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of personal computers and mobile devices; knowledge of PC and LAN operating systems; knowledge of client server software; ability to operate a PC; ability to analyze problems and develop appropriate solutions; ability to understand complex written and oral instructions; ability to get along well with others; ability to work in an organized way; ability to work independently; ability to work as part of a team; attention to detail.

MINIMUM QUALIFICATIONS: EITHER:

1. Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree in Computer Science, Engineering Technology or a related field; OR
2. Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree PLUS twelve (12) college credits in Computer Science, Engineering Technology or a related field; OR
3. Graduation from high school or possession of a high school equivalency diploma AND two (2) years of full-time paid experience, or its part-time equivalent, gained within the past five (5) years, which involved the operation and maintenance of personal computers or mobile devices AND the resolution of software and hardware problems pertaining to these devices; OR
4. An equivalent combination of training and experience as defined by the limits of (1), (2) or (3) above.

NOTE: Advanced education degree received, in a program or specific field noted above, will be accepted in lieu of the minimum education noted.

APPROVED: JANUARY 28, 2019

CIVIL SERVICE CLASSIFICATION: COMPETITIVE