

TECHNICAL SPECIALIST  
(INFORMATION SYSTEMS)

MINIMUM QUALIFICATIONS: Either:

1. Possession of a Bachelors' Degree, or higher, in computer information systems or related field; OR
2. Possession of an Associates' Degree in computer information systems or related field AND two (2) years of full-time paid experience, or its part-time equivalent, in computer operations, technical support or system development; OR
3. Graduation from high school or possession of a high school equivalency diploma AND four (4) years of experience as described in (2) above; OR
4. An equivalent combination of training and experience as defined in (1), (2), and (3) above.

SPECIAL NOTE: EDUCATION: Your degree must have been awarded by a college or university accredited 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 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 <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

DISTINGUISHING FEATURES OF THE CLASS: This is technical computer work involving responsibility for working directly with customers in determining their technical needs, developing equipment specifications, installation of hardware and desktop operating software, administration of network software, resolving technical difficulties and equipment failures. There is limited responsibility in the installation and support of large/mid-range computer operating systems. Involves extensive responsibility in the administration of Local Area Networks. Work is performed under the direct supervision of higher-level department staff. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Resolves equipment failures by problem determination and knowledge of equipment;  
 Installs new equipment and desktop software purchases;  
 Maintains accurate records for warranty and repair purposes;  
 Conducts interviews with end users for fact finding purposes;  
 Assists in developing technical specification for computer equipment based upon the needs of the customer;  
 Cooperates and assists in the development of a competitive bid on computer-related items;  
 Assists in the development of standards within the area of responsibility of the work group;  
 Assists in the design of Local Area Networks based upon users' needs and standards established;  
 Supports Local Area Networks at the Administrators level (Novell's CNA status);  
 Answers 'help-desk' technical support line;  
 Assists in the installation, and continuous technical support of system software on large and mid-range computers;  
 Assists in the evaluation and recommendation to management desktop business software (i.e., word processing, spreadsheet, graphics, office suites);  
 Assists in conducting customer training in structured and non-structured environments.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Thorough knowledge of modern computer techniques and concepts; thorough knowledge of computers and peripheral equipment; ability to learn new methods and techniques quickly and apply them; ability to follow complex oral and written instructions; ability to communicate effectively with the customer on a technical and non-technical level; ability to work harmoniously with co-workers; accuracy; ability to exercise good judgment; ability to work effectively under pressure; ability to obtain certified network administrators status; physical condition commensurate with the demand of the position.

APPROVED: APRIL 1, 1996

REVISED: 6/24/21; 12/2/22; 1/23/23

CIVIL SERVICE CLASSIFICATION: COMPETITIVE