

Town of Richmond – Part- Time vacancy
Starting rate: \$19.67/hr

TECHNOLOGY SUPPORT ASSISTANT

MINIMUM QUALIFICATIONS: Graduation from high school or possession of an equivalency diploma, PLUS EITHER:

- a. One (1) year paid full-time experience, or its part-time equivalent, providing computer support to users, including diagnosing software and hardware problems and resolving problems, or training, instructing or providing explanation to users in basic hardware and software methods and principles; OR
- b. Successful completion of nine (9) college semester credit hours* in a computer science or information technology field; OR
- c. Possession of a CompTIA A+, Microsoft Office Specialist, or Google IT Support Professional Certification*; OR,
- d. An equivalent combination of education or experience as defined by the limits of (a), (b), and (c).

*NOTE: Applicants qualifying under sections (b) or (c) must submit a copy of their transcript or certificate at time of application.

SPECIAL NOTE: EDUCATION: Your credit hours or certification 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 credit hours or certification were 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 an entry-level computer support position responsible for assisting users in the integration of technology. The position provides basic customer support, hardware and software installation, minor troubleshooting, and training to users. Duties may also include setting up and providing customer support for other equipment such as Audio-Visual (AV) equipment including digital cameras, video playback devices (VCR's, DVD/Blu-ray Players/etc.), televisions, and projectors. The position is the first point of contact for users of the agency. Employees are required to move computers during the performance of duties which could weigh twenty-five (25) to fifty (50) pounds. The employee reports directly to and works under the general supervision of a higher-level Administrator or other higher-level staff member. Supervision is not a responsibility of this position. Does related work as needed.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Set-up, maintenance, and support of computer hardware and software in operational order in a local network environment and peripheral equipment in multiple sites including servers, desktop PC's, laptops, PDA's, laser, inkjet printers and communications equipment;
Installs and relocates personal computers (PCs) and peripheral equipment;
Installs new and upgraded PC software packages and ensures network connectivity;
Provides basic personal computer software training to users on various standard software packages in order for users to independently produce computerized documents, including the creation of presentations;
Coordinates shared resources, trains users in the use of laptops, video playback devices, and other equipment;
Responds to questions concerning hardware and software problems;

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TECHNOLOGY SUPPORT ASSISTANTTYPICAL WORK ACTIVITIES: (Illustrative only) (Continued)

Researches new technology; evaluates efficiency, need and operation and makes recommendations as needed;
 Creates, adds, and removes users from various accounts as requested by departments; ensures availability of specific programs to users; resets passwords as requested;
 Maintains and updates website for agency and determines content to be published, graphics, and layout on website;
 Manages agency social media platforms as directed;
 Maintains server accounts (establishes new accounts, assigns levels to users and deletes old accounts);
 Creates and maintains computer inventory;
 Assists with text and image scanning;
 Maintains software licensing information and updates to software;
 Provides customer support;
 Attends regular meetings and provides technology assistance;
 Assists with setting up other equipment such as video playback devices and projectors for presentations.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Working knowledge of computers and peripheral equipment;
 Working knowledge of standard software packages;
 Working knowledge of Audio/Visual equipment and other equipment utilized by staff;
 Ability to instruct others in the operation of computers and peripheral equipment and other equipment that is utilized by staff such as Audio/Visual equipment;
 Ability to diagnose and resolve basic software and hardware problems; ability to install computer software;
 Ability to initially set up and relocate computer workstations;
 Ability to set up equipment for presentations, such as Audio/Visual equipment; ability to adapt purchased software to existing applications;
 Ability to train staff to prepare presentations utilizing electronic equipment;
 Ability to operate electronic office equipment;
 Ability to follow directions;
 Ability to effectively communicate in English, both orally and in writing;
 Ability to positively react to calls for computer software and hardware assistance; computer literacy;
 Ability to establish and maintain effective working relationships in-person in a team environment;
 Initiative, resourcefulness, accuracy, tact, neatness, courtesy, and good judgement are required;
 Physical condition commensurate with the demands of the position.

APPROVED: JULY 06, 2026

CIVIL SERVICE CLASSIFICATION: FULL-TIME: COMPETITIVE (ALL OTHER JURISDICTIONS)

PART-TIME: NON-COMPETITIVE (TOWN OF RICHMOND ONLY)(PJC)

PART-TIME: COMPETITIVE (ALL OTHER JURISDICTIONS)

JURISDICTIONS: TOWNS

ONTARIO COUNTY DEPARTMENT OF HUMAN RESOURCES