

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 Director of Information Services or other supervisor with leeway allowed for the exercise of independent judgment in carrying out the details of the work. 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 supervision and training to Computer Hardware Technicians 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;

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 the LAN and WAN;

Coordinates the timely completion of repairs with service providers;

Backs up programs and data according to established schedules, assigns passwords and manages security;

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, supervise, schedule and evaluate staff;
Ability to supervise projects and lay-out 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 lifting, carry, push, and/or pull; climbing, balance; frequent stooping, kneeling, crouching, and/or crawling; and fine finger dexterity.
Customer service skills;
Tact;
Courtesy;
Patience.

MINIMUM QUALIFICATIONS:

- A) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with an Associate's degree or higher, including or supplemented by twelve (12) credit hours in management information systems, computer science, information technology or closely related field, and three (3) years experience installing software and troubleshooting both hardware and software, one of which was supervisory; or
- B) Five (5) years' experience as indicated above, one of which was supervisory; or

- C) An equivalent combination of training and experience as indicated between the limits of A) and B) above.

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.

R1021 11/07/13
Revised 8/15/18