

INFORMATION TECHNOLOGY SUPPORT TECHNICIAN II

DISTINGUISHING FEATURES OF THE CLASS: This involves providing advanced technical support for software and hardware. An incumbent in this position is responsible for the installation of desktop computers, network, and mobile device hardware and software. The position is also responsible for analyzing and resolving problems with desktop computer and network hardware and software. The employee works under the general supervision of a higher level staff member. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Installs desktop computer, mobile device, and network hardware;
Installs desktop computer and mobile device operating systems and software;
Resolves difficult hardware and software problems (including those with operating systems);
Analyzes and resolves complex problems concerning desktop computers, mobile device, peripherals, and network software and hardware;
Set up, troubleshoots, configures and maintains desktop computer and mobile device security;
Tests network software for compatibility and functionality;
Communicates project status to users concerning completion and satisfaction with the project or issues;
Diagnoses complex hardware and software failures, replacing faulty hardware and/or completing repairs;
Installs desktop computers and mobile device software and updates as well as insuring network connectivity.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of personal computers and mobile devices; thorough knowledge of desktop computer, mobile device, and LAN operating systems; thorough knowledge of the operation of peripheral devices and connectivity; ability to analyze complex problems and develop and implement appropriate solutions; ability to understand complex written and oral instructions and technical documentation; ability to get along well with others; ability to work independently; ability to communicate with other; 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 AND one (1) year of full-time paid experience, or its part-time equivalent, gained within the past five (5) years, which involved the operation and resolution of software and hardware problems associated with networked personal computers or mobile devices AND network operating systems; 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 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 resolution of software and hardware problems associated with networked personal computers or mobile devices AND network operating systems; OR

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MINIMUM QUALIFICATIONS: (Continued)

3. Graduation from high school or possession of a high school equivalency diploma AND three (3) years of full-time paid experience, or its part-time equivalent, gained within the past five (5) years, which involved the operation and resolution of software and hardware problems associated with networked personal computers or mobile devices AND network operating systems; OR
4. An equivalent combination of training and experience as defined by the limits of (1), (2) or (3) above.

SUBSTITUTION: Graduation from a regionally accredited or New York State registered college or university with a bachelor's degree or higher in Computer Science, Engineering Technology or a related field may substitute for one (1) year of the experience if the education was completed within the past five (5) years.

APPROVED: JANUARY 28, 2019

CIVIL SERVICE CLASSIFICATION: COMPETITIVE