

APPLICATION SUPPORT SERVICES ASSISTANT II

DISTINGUISHING FEATURES OF THE CLASS: This involves providing technical support for software applications and related peripheral equipment. The incumbent coordinates and supervises the training, installation, and maintenance of computer software and related peripheral equipment. The position also involves the modification and adaptation of purchased software to meet the needs of end users. Work is performed under general direction with wide leeway allowed for the exercise of independent judgment in planning and carrying out the details of the work. Supervision over the work of others may be the responsibility of employees in this class. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Analyzes problems concerning PCs and software to determine an acceptable solution and ensures that all applications function properly;
 Reports and resolves problems and deviations affecting workload and scheduling;
 Tests new or updated software and reports bugs to vendors;
 Provides telephone or onsite support;
 Documents call resolutions for software problems;
 Trains and supports user staff in the use of PC software;
 Tests PC software for compatibility and functionality;
 Installs applications software on the network;
 Conducts and/or participates in meetings with users concerning projects and project status;
 Meets with vendors to provide feedback on software and to receive information;
 Creates and maintains databases;
 Configures software to a specific need or application;
 Prepares documentation for users and user support personnel.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of personal computers; knowledge of the operation of external hardware and peripheral equipment; knowledge of how to identify software problems; knowledge of the sources of information concerning computer software and related peripheral equipment; knowledge of PC operating systems; knowledge of word processing, spreadsheet and database management software; ability to plan, develop and use training materials to instruct others; ability to operate a PC; ability to communicate orally and in writing, including the ability to communicate technical information to non-technical people; ability to analyze problems and develop appropriate solutions; ability to understand complex written and oral instructions; ability to train others; ability to work in an organized way; ability to work independently and 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 seven (7) years which involved the operation and resolution of software application problems; 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 seven (7) years which involved the operation and resolution of software application problems;
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 seven (7) years which involved the operation and resolution of software application problems; 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 seven (7) years.

APPROVED: JANUARY 29, 2019

CIVIL SERVICE CLASSIFICATION: COMPETITIVE

Software applications refers to the different programs loaded on a computer in which work is done, not the operating programs needed for the computer to operate (i.e. Windows).