**Cayuga County Department of Human Resources
and Civil Service Commission**

JOB SPECIFICATION

Civil Service Title: **PRINCIPAL COMPUTER SYSTEMS TECHNICIAN**
Jurisdictional Class: Competitive
Civil Division: County
Adoption: CSM 8/8/18
Revised: CSM

DISTINGUISHING FEATURES OF THE CLASS:

This position involves responsibility for providing technical leadership, supervision and coordination for any computer related activities, services, and functions in a department, multiple departments or County wide as directed. The incumbent is responsible for staff, project and vendor scheduling, resolving technical and customer service issues as escalated by departmental staff and others, overseeing and providing equipment installation, maintenance of local and wide area networks, system administration, support and programming activities to include Enterprise Resource Planning (ERP) Systems, Email Systems, Healthcare Management Systems, Law Enforcement Management and Delivery Systems, Real Property Management Systems, Unified Communication Systems, Asset Management Systems and other centralized or distributed hardware and software systems deployed with the County (including NYS provided and managed systems) as necessary. The work is performed under the general supervision of a higher level employee. Oversight is exercised over the work of subordinate departmental staff, contractors and vendor engagements within the department. The Principal Computer Systems Technician assumes departmental leadership in the absence of the Chief Information Officer.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Participates in and manages the implementation, on-going support and upgrades of Information Technology systems including, but not limited to, hardware, software, and cloud based solutions;
Provides technical escalation support to staff, contractors and vendors to guide and/or assist them in problem resolution;
Manages, directs and completes escalated requests relating to Information Technology Systems users, manufacturers and vendors;
Addresses and provides remediation for service related concerns;
Responsible for supervising, planning, coordinating, scheduling and managing the performance of Information Technology staff, contractors and vendors;
Work is performed under the supervision of a higher level employee;
Responsible for leading departmental staff meetings;
Responsible for approving staff, contractor and vendor timesheets, work orders and invoices;
Submits invoices for payment via the payment processing system;
Researches requirements and submits procurement requests as per current procurement policy;
Responsible for providing all other operational duties of the department as required;
Does related work as required.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, PERSONAL CHARACTERISTICS:
Ability to lead and mentor a team with team members experience ranging from entry level to highly advance technical skills;
Ability to prioritize, assign and manage day to day departmental tasks through successful completion;
Ability to quickly assess situations and provide guidance based on available resources;
Ability to understand and communicate department's policies and procedures;
Ability to recognize departmental inefficiencies and recommend corrective action;
Ability to manage complex projects;
Thorough knowledge of the use and operation of computers and related peripheral equipment;
Good knowledge of microcomputer operating systems at the server and workstation level;
Good knowledge of Information Technology concepts and terminology;
Basic knowledge of the principles and practices of supervision;
Working knowledge of the principles, concepts, and terminology used in client server based systems;
Ability to reason logically to solve problems;
Ability to instruct others in the use of computer hardware and software;
Ability to troubleshoot computer problems and perform minor maintenance and repair of hardware;
Ability to advise and train others in microcomputer operation and software applications;
Ability to advise and train subordinates in microcomputer troubleshooting and remediation;
Ability to install, troubleshoot and use computer software;
Ability to prepare written program and operation documentation;
Ability to work with people both inside and outside the organization;
Ability to follow oral and written instructions.

MINIMUM QUALIFICATIONS:

(A)   Graduation from a regionally accredited or New York State registered college or university with a bachelor's degree in computer science, information resource management, micro-computer technology or related field and four (4) years of experience working in virtual client server environments providing end user support with experience supporting a wide variety of software and endpoints including mobile devices with two (2) years supervisory experience; OR

(B)   Graduation from a regionally accredited or New York State registered college with an associate degree in one of the areas mentioned in (A) above and six (6) years of experience as described in (A) with four (4) years of supervisory experience above; OR

(C)   Graduation from high school or in possession of a High School Equivalency Diploma and ten (10) years of experience as defined in (A) and (B) above, six (6) years of which shall have included supervisory experience; OR

(D)   Any equivalent combination of education and experience as defined by (A), (B), or (C) above.

SPECIAL REQUIREMENT(S): None