



Cayuga County Department of Human Resources and Civil Service Commission

JOB SPECIFICATION

Civil Service Title:	SENIOR COMPUTER SYSTEMS TECHNICIAN (DP)
Jurisdictional Class:	Competitive
Civil Division:	County
Adoption:	CSM 9/1/11
Revised:	CSM 04/10/13

DISTINGUISHING FEATURES OF THE CLASS:

This position involves responsibility for supervising and coordinating computer activities, services, and functions in a department multiple departments or County wide. The incumbent is responsible for providing a variety of staff support services, including 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 Computer Systems Technicians and other computer related positions within the department. The incumbent does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Trains, guides and monitors the work of, Computer Technicians and vendors within the department;
May oversee and participates in the implementation and maintenance of the County's 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 Enterprise or Workgroup software systems;
May formulate custom reports;
May participate in presentations to employees and other County users regarding any current and new versions of deployed software;
May assist in evaluating and recommends acquisition of computer hardware and software to meet automation needs, considering user needs and agency goals;
Configures equipment and administrates communications' interfaces and cabling in county and outside municipalities;
May act as Local Area Network Administrator;
Keeps informed on new developments in computer hardware and software and reviews publications and specification;
Provides training to new and existing staff regarding the use of computer equipment and software,
Operates, monitors, and controls computer, network server, and peripheral devices;
Studies system and application operating instructions to determine proper equipment setup and operational requirements;
Performs normal daily maintenance tasks, such as file backups and restoration, and file reorganization as required by various application procedures;
Coordinates computer activities between the various departments;
Installs various software application programs on new and existing server and end user computer systems;
Provides phone support for system users;

TYPICAL WORK ACTIVITIES: (Illustrative Only) (Continued)

Assists department heads to implement changes made to improve department procedures caused by the installation of new equipment;
Analyzes and evaluates procedures for acquiring hardware and software, and assists departments in acquiring compatible equipment in the operation of software;
Designs, develops and tests program forms and systems logic;
Moves computer equipment to various locations as necessary;
Documents operating procedures.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, PERSONAL CHARACTERISTICS:

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 data processing concepts and terminology;
Basic knowledge of the principles and practices of supervision;
Working knowledge of the principles, concepts, and terminology used in micro- and mini-computer systems analysis;
Ability to reason logically to solve problems;
Working knowledge of statistics and operations research, including network queuing theory;
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 micro- and mini-computer operation and software applications;
Ability to install 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:

EITHER:

(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 two years of experience in the operation and maintenance of micro- and mini-computer equipment, which shall have involved programming activities, local area network administration and the installation, maintenance and use of operating, word processing, data base management, financial and utility software; 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 four years of experience as described in (A) above; OR

(C) An equivalent combination of training and experience as defined by the limits of (A) and (B) above.