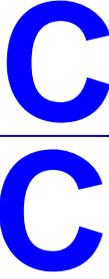




**CAYUGA
COUNTY**

Z:\Civil\Jobspec Senior
Computer Systems Tech



An Equal Opportunity Employer

CIVIL SERVICE COMMISSION

TITLE:	SENIOR COMPUTER SYSTEMS TECHNICIAN (IT)
JURISDICTIONAL CLASS:	COMPETITIVE
CIVIL DIVISION:	COUNTY
ADOPTION: CSM	9/1/11
REVISED: CSM	

DISTINGUISHING FEATURES OF THE CLASS:

This position involves responsibility for supervising and coordinating network and server installation and maintenance for micro- and mini-computer activities, services, and functions in a department or among departments. The incumbent is responsible for providing a variety of staff support services, including equipment installation, maintenance of local and wide area networks and programming activities. 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, and guides and monitors the work of, Computer Technicians and other computer related positions within the department;
- Writes programs to adapt business or statistical operations to micro- and mini-computer processing;
- May oversee and participates in the implementation and maintenance of the County's Munis Financial System including system troubleshooting, the uploading and downloading of files and installation of program updates;
- Manages county network, as well as server hardware and software, some of which involves departments which operate on a 24-hour schedule;
- Provides software and hardware support to other departments;
- Manages county in-house digital phone system;
- Manages county website which encompasses town, village and county supported agencies on multiple external servers;
- Evaluates and recommends acquisition of computer hardware and software to meet automation needs, considering user needs and agency goals;
- Participates in the planning for and the installation of computers and accessory equipment such as CRT monitors and printers;
- Devises applications for the computer system to meet needs and goals, and enhance efficiency;
- Configures equipment and installs communications interfaces and cabling in county buildings and verifies proper performance;
- Conducts needs analysis and meets with requesters of computer products or services to insure that what is requested will accomplish goals;
- Acts as Local Area Network Administrator;
- Keeps informed on new developments in computer hardware and software and reviews publications and specification;
- Solicits vendors to obtain information and schedules demonstrations as necessary;
- Provides training to new and existing staff regarding the use of computer equipment and software, including loading of printer forms and ink cartridges, loading and storing disk files, record retrieval and update;
- Operates, monitors, and controls computer, network server, and peripheral devices;
- Studies system and application operating instructions to determine proper equipment setup and run requirements;
- Maintains records on machine performance and contacts appropriate technical personnel in the event of machine or software malfunction; obtains replacement of non-repairable equipment from vendor;
- Performs normal daily maintenance tasks, such as file backups and restoration, and file reorganization as required by the various application procedures, file purges;
- Coordinates computer activities between the various departments;

TYPICAL WORK ACTIVITIES: (Illustrative Only) (Continued)

Provides phone support for system users;
Assists in preparing narrative and statistical reports summarizing department programs, projects, goals, plans and activities with the aid of microcomputers;
Assists department heads to implement changes made to improve department procedures caused by the installation of new equipment;
Reviews and recommends software packages and computer applications for department functions; Adapts purchased software programs as needed;
Analyses and evaluates procedures for acquiring hardware and software, and assists departments in acquiring compatible equipment in the operation of software;
Provides offices management responsibilities such as accounts payable/receivable, staff and project scheduling, shipping and receiving and documentation;
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 network hardware and support software;
Thorough knowledge of the use and operation of servers and network-related hardware micro- and mini-computers and related peripheral equipment;
Thorough knowledge of the application of various types of micro- and mini-computers equipment to accounting, statistical, and database management problems;
Basic knowledge of the principles and practices of supervision;
Working knowledge of the principles, concepts, and terminology used in servers and network-related hardware 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 servers and network-related hardware micro- and mini-computer hardware and software;
Ability to troubleshoot micro- and mini-computer problems and perform minor maintenance and repair of hardware;
Ability to make all repairs to servers and network-related hardware micro- and mini-computer equipment;
Ability to advise and train others in servers and network-related hardware micro- and mini-computer operation and software applications;
Ability to install and use purchased software;
Ability to prepare written program and operation documentation;
Ability to work with people both inside and outside the organization, especially with elected and appointed officials of towns and officials of state agencies.

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.