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

JOB SPECIFICATION

Civil Service Title: **COMPUTER SYSTEMS TECHNICIAN**
Jurisdictional Class: Competitive
Civil Division: County Departments, County School Districts, Special Districts
Adoption: CSM   02/12/1997
Revised: CSM   8/12/98; 10/09/02; 4/11/07; 11/14/07; 1/13/10; 4/14/10

DISTINGUISHING FEATURES OF THE CLASS:

This position involves responsibility for design, maintenance, and configuration of computer networks and computer systems. The incumbent is responsible for coordinating network and workstation activities and providing a variety of staff support services, including equipment installation and maintenance of local area networks, peripherals and programming activities. The work is performed under the general supervision of a higher-level employee. The incumbent does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Operates and maintains various network related systems and equipment including networked security, camera, and access systems, ID systems, sound and presentation systems, public safety systems, and telephone systems;
Configures equipment and completes cable interfaces, referencing wiring diagrams and technical instructions, and using special hand tools and testing equipment to validate proper performance;
Provides phone and on-site support for system users;
Performs normal daily maintenance tasks, such as file backups and restoration, and file reorganization as required by the various application procedures and performs file purge operations needed to maintain optimum resource utilization;
May act as Local and Wide Area Network Administrator;
Conducts needs analysis and meets with requesters of computer products or services to ensure that what is requested will accomplish goals and participates in the planning for and the installation and configuration of network and related equipment including server and data storage systems, backup systems, computers and peripherals, telephone systems, networked security systems, and all network related systems, hardware, and accessories and recommends hardware, software, and vendors for acquisition after considering user needs, costs, and agency goals;
Inspects incoming network equipment and related computer equipment from vendors, unpacks and inspects components for damage, ensures that correct items and quantities are received by comparing orders with received merchandise and updates asset and financial systems;
Devises applications for the network to meet needs and goals and enhance efficiency;
Instructs new and existing staff regarding the use of computer equipment and software;
Maintains records on machine performance and contacts appropriate technical personnel in the event of machine or software malfunction;
Studies system and application operating instructions to determine proper equipment setup and run requirements;
Coordinates network and computer activities among the various departments and agencies;
May assign and control both individual user and equipment security by the use of "sign on" procedures;
Assists department heads to implement changes made to improve department procedures caused by the installation of new equipment;
Keeps informed on new developments in computer hardware and software and reviews publications and specifications;
Adapts purchased software programs to system needs as required;

TYPICAL WORK ACTIVITIES: (Continued)

Runs diagnostic software programs to ensure operational integrity of networks and equipment;
Reports non-repairable equipment to vendor and obtains replacement;
Moves computer equipment to various locations as necessary;
Supplies substitute computers with appropriate software while problem computers are diagnosed and repaired;
Documents operating procedures;
Analyzes and evaluates vendors for acquiring hardware and software, and assists departments in acquiring compatible equipment in the operation of software;
Debugs and reviews new and updated programs to assure completion according to predetermined requirements;
Confers with user departments to ascertain specific output requirements such as format of reports, degree of data summarization, methods of data transfer between users and departments;
Designs, develops and tests programs, systems configuration, and security.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, PERSONAL CHARACTERISTICS:

Good knowledge of the use and operation of wide area and local area networks, computers/workstations, and related peripheral equipment;
Good knowledge of network/workstation concepts and terminology;
Working knowledge of the principles, concepts and terminology used in network and computer systems analysis;
Ability to reason logically to solve problems;
Ability to troubleshoot micro- and mini-computer problems and perform minor maintenance and repair of hardware;
Ability to communicate effectively both orally and in writing;
Ability to understand and interpret technical written material and instructions;
Ability to translate and adapt administrative and financial data and terminology to micro- and mini-computer analysis using commercially available software;
Ability to advise and train others in network/computer operation and software applications;
Ability to install and use purchased software.

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, Computer Technology or related field AND one (1) year of experience in the operation and maintenance of micro- and mini-computer equipment, which shall have involved local area network administration and the installation, and maintenance of software programs; **OR**
(B) Graduation from a regionally accredited or New York State registered college or university with an associate's degree in one of the areas mentioned in "A" above AND three (3) 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.

NOTE: Successful completion of a three (3) credit hour course beyond the requirements in (A) in management information systems, computer science, information technology, or a closely related field may be substituted for three (3) months of appropriate experience.