

DEPARTMENT: ALL APPLICABLE
CLASSIFICATION: COMPETITIVE
APPROVED: JUNE 12, 2023

COMPUTER TECHNICIAN II

DISTINGUISHING FEATURES OF THE CLASS: The work involves all phases of lifecycle management of computing devices such as replacement assessment, installation, maintenance, decommission, and control of a site's computing equipment and peripherals. Computer site development, personnel training, operation, and continuous improvement is an integral part of the work. The incumbent will provide helpdesk support duties, user support, data communications, telecommunications, business/systems analysis, computer repair and operation, and assists in the administration of LAN/WAN. The work requires an awareness and appropriate use of cyber hygiene principles and practices in maintaining the health of information technology systems and protecting data. Work is performed under the supervision of the Assistant Network Administrator and/or assigned superior. This position will directly supervise Computer Technician I personnel in the department. Does related work as required.

TYPICAL WORK ACTIVITIES:

1. Plans and assigns work, organizes work activities, maintains work standards and provides technical assistance to the Computer Technician I personnel with the completion of support requests;
2. Performs helpdesk duties including managing tickets, recording requests, diagnostics/trouble-shooting, coordinating, documenting solutions, escalation, referrals, follow-up, and timely closure of tickets;
3. Assists users with use of information technology equipment, software, and proper cyber hygiene principles and practices;
4. Recommends new hardware and software to satisfy routine information system lifecycle management and new requests from departments;
5. Maintains accurate and timely records of information technology asset inventory additions, changes, and decommissions;
6. Provides staff support services including installation of equipment and maintenance of local area networks;
7. Creates, modifies, manages, and applies images to computing devices; installs and configures computing devices, software, peripherals, and approved endpoint protection;
6. Diagnoses and repairs computer and peripheral equipment; installs, configures and maintains all computer hardware, associated operating system software and peripherals; trains others to install, configure and maintain equipment and software; and evaluates new equipment, software and peripherals;
7. Assists in the analysis of departmental activities and needs to determine cost-effective use of information technology resources;
8. Structured network cable installation that meets applicable standards (i.e. EIA/TIA) as needed;
9. Maintains network diagrams and data on the placements and wiring of network devices;
10. Configures equipment and completes cable interfaces, referencing wiring, diagrams and technical instructions and using special hand tools and testing equipment to validate proper performance;
11. Participates in network administration including the design, installation, configuration and upgrading of LAN/WAN, implementing telecommunication networks, providing technical assistance and installing and configuring individual PC's and laptops to domains/LANS;
12. Provides training to new and existing staff relating to the use of computing devices and their applications;
13. Responsible for coordinating computer activities, services, and functions in IT department as well as others;
14. Runs diagnostic software programs to ensure operational integrity of equipment and software;
15. Employs and supports phone lines, fiber optics and wireless networks; applies telecommunications interface capabilities to data networks; and determines solutions for services;
16. Utilizes word processing, database management, spreadsheet, and data communications software.

CONTINUED

COMPUTER TECHNICIAN II CONTINUED

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES & PERSONAL CHARACTERISTICS: Good knowledge of computer, peripherals, and telecommunications network installation, configuration, maintenance and repair; good knowledge of computer software relative to the work performed; good knowledge of trouble-shooting techniques and the repair of computers, related peripherals, and local area networks; ability to supervise information technology personnel; ability to communicate effectively both verbally and in writing; ability to follow verbal and written instructions and interpret and give verbal and written instructions; ability to interpret technical literature about changes in techniques and equipment; ability to evaluate and prepare reports; ability to establish and maintain effective working relationships; ability to supervise others in the use of personal computers and related peripheral equipment; ability to plan and schedule personal computer training activities; ability to troubleshoot personal computer problems and perform minor maintenance and repair of hardware; ability to connect and set-up, connect, and join personal computer and peripherals to network, ability to install, configure, update, and decommission computers, telecommunication components, and/or wireless networks; ability to identify and resolve computer and telecommunications problems; good judgment; initiative; resourcefulness; tact; courtesy; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

SUGGESTED PROMOTIONAL QUALIFICATIONS:

Three (3) years of permanent competitive status as a Computer Technician I in addition to meeting the open-competitive qualifications.

OPEN COMPETITIVE QUALIFICATIONS:

Graduation from high school or possession of an equivalency diploma **and** one of the following:

1. Graduation with a Bachelor's Degree in computer science, information resource management, computer technology or related field; and one (1) year of full-time paid experience in the operation and maintenance of computer equipment, which shall have involved local area network administration and the installation, maintenance and use of operating systems, spreadsheets, word processing, and utility software; **or**
2. Graduation with an Associate's Degree in computer science, information resources management, computer technology or related field and three (3) years of full-time paid experience in the operation and maintenance of computer equipment, which shall have involved local area network administration and the installation, maintenance and use of operating systems, spreadsheets, word processing, and utility software; **or**
3. Graduation from high school or possession of an equivalency diploma and five (5) years of full-time paid experience in the operation and maintenance of computer equipment, which shall have involved local area network administration and the installation, maintenance and use of operating systems, spreadsheets, word processing, and utility software

NOTE: Degrees must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education.

SPECIAL REQUIREMENT: Candidates for appointment will be required to undergo a state and national criminal history background investigation, which will include a fingerprint check to determine suitability for appointment. Candidates must possess a valid New York State Driver's license and it must be maintained throughout one's employment. Certain assignments made to employees in this class will require reasonable access to transportation to meet field work requirements made in the ordinary course of business in a timely and efficient manner. Failure to meet the standards for the background investigation may result in disqualification.