DEPARTMENT: **INFORMATION TECHNOLOGY DEPARTMENT**
CLASSIFICATION: **COMPETITIVE**
APPROVED: **FEBRUARY 12, 2026**

MICRO COMPUTER LEGAL SYSTEMS SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: The incumbent is a member of the centralized Information Technology (IT) staff and is primarily assigned to work in the Niagara County District Attorney's Office to support the personnel and information systems used for case management, evidence management, complaints, investigations, and related activities. The work involves the coordination of the installation, maintenance and control of computer, audio and visual (A/V) equipment, personnel training, operation, and evaluation of the efficiency of installations. These duties are performed and prioritized by the District Attorney's (DA) operational requirements. Occasionally the incumbent may assist with troubleshooting elsewhere in the county. When assigned to the Niagara County District Attorney's Office, the incumbent may be exposed to information of a sensitive and graphic nature related to criminal justice casework while assisting personnel. Work is performed under the supervision of the District Attorney and the Director of Information Technology. The incumbent must adhere to a strict non-disclosure of information policy. Does related work as required.

TYPICIAL WORK ACTIVITIES:

1. Serves as the primary support contact for data and voice network infrastructure used in court proceedings, investigations and other related law enforcement operations;
2. Installs, configures and manages special computer software used by the DA's Office;
3. Installs, configures, manages, and troubleshoots A/V equipment and performs video editing for redaction of video to remove sensitive information in accordance with applicable security policies;
4. Responds to and answers IT Help Desk tickets, performs help desk duties including providing first-line diagnostics/trouble-shooting, coordinating solutions, referrals, follow-up and closes completed tickets;
5. Installs, maintains, and recommends software, hardware, and submits purchase requests to IT management for approval;
6. Installs, configures, and supports the PCs, laptops, peripherals, and approved endpoint protection;
7. 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;
8. Assists in the analysis of departmental activities and needs to determine cost-effectiveness of the use of information technology;
9. Troubleshoots wireless and broadband networks and network wiring using tools and testing equipment to validate proper performance;
10. Leads and coordinates troubleshooting efforts to remediate problems with computers, peripherals and network connections for the District Attorney operations;
11. Implements system upgrades and patches on special computer software used by District Attorney;
12. Serves as liaison with external vendors, service providers, and regional technology partners;
13. Collaborates with IT personnel, software programmers, and vendors to ensure information systems are updated or modified as necessary to meet cybersecurity and functional requirements;
14. Supports staff in the transfer and review of object character recognition information within software programs and systems; and
15. Assists with the development of computer-generated graphics, demonstrative evidence and presentations
16. Participates in needs assessments, analysis, and recommendations for technology solutions aligned with organizational goals;
17. Maintains documentation for network architecture, configurations, and procedures for departments in scope;
18. May provide training to new and existing staff relating to the use of microcomputers, applications, computing systems and the controlled transmission of information;
19. May provide assistance, support, and instruction for attorneys in the timely use of technology, software, and information systems to satisfy legal case-specific needs;
20. May assist users with the retrieval of documents and testimony in preparation for document productions, depositions, and trials;

CONTINUED

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES & PERSONAL CHARACTERISTICS: Thorough knowledge of the installation, configuration, and maintenance of microcomputer systems including operating systems, hardware, and software; thorough knowledge of trouble-shooting techniques and the repair of personal computers, related peripherals, A/V equipment, and local area networks; good knowledge of the installation, configuration, maintenance, and trouble-shooting of A/V equipment and programs; good knowledge of common and criminal justice system related software used in personal computers; working knowledge of applicable criminal justice system policies with respect to the user access, auditing, storage, transfer, and editing of data; skill in using modern software applications such as spreadsheets, word processing, databases, and A/V programs at an acceptable rate of speed and accuracy; 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, equipment, and software; ability to evaluate and prepare reports; ability to establish and maintain effective working relationships; ability to supervise and train 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 join personal computer to network, including network printers; ability to work in a team environment; ability to maintain confidentiality; sound professional judgment; initiative; resourcefulness; tact; courtesy; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

PROMOTIONAL QUALIFICATIONS: Two (2) years of permanent status as a Computer Technician II or four (4) years as a Computer Technician II in the Niagara County Information Technology Department immediately preceding the date of examination.

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

1. Bachelor's Degree in computer science, information technology, or a related field **and** one (1) year of paid experience involving LAN/WAN configuration, cabling, and hardware setup that included remote access and network security as well as experience in the operation, maintenance, and trouble-shooting of microcomputer equipment and software; **OR**

2. Associate's Degree in computer science, information technology, or a related field **and** three (3) years of experience as described in #1 above; **OR**

3. Five (5) years of experience as described in #1 above.

SPECIAL REQUIREMENT:
1. Candidates must possess a valid New York State Driver's license at time of appointment and throughout the duration of 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;
2. Candidates will be required to undergo a State and national criminal history background investigation, which will include a fingerprint check to determine suitability for appointment. Failure to meet the standards for the background investigation may result in disqualification.

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.