

DEPARTMENT: ALL APPLICABLE
CLASSIFICATION: COMPETITIVE
APPROVED: MAY 23, 2024

COMPUTER TECHNICIAN II - HEALTH SYSTEMS

DISTINGUISHING FEATURES OF THE CLASS: This is a centralized Niagara County IT position typically assigned to support the personnel, technology, and information systems in an assigned county department. The incumbent is responsible for providing technical assistance and information to users; assisting users with problems and questions concerning the use of electronic information and records systems; developing and maintaining technical specifications, user manuals, technical bulletins and other related user documentation; understanding department's business processes and looking for opportunities to enable them via the appropriate application of technology; and providing technical support and training for the organization's electronic records management system. The incumbent is involved in help-desk support duties, user support, business/systems analysis, troubleshooting wireless and broadband networks, microcomputer repair and operation, working with network administrators in a team environment, and data communications. The work involves lifecycle management such as replacement assessment, installation, maintenance, decommission, and inventory control of computing, telecommunications, and peripheral equipment. The work requires an awareness and appropriate use of cyber hygiene principles, controls, and practices in maintaining the health of information technology systems and protecting data. The incumbent must adhere to a strict non-disclosure of information. Work is performed under the supervision of Computer Programmer and/or assigned superiors. The incumbent carries out the details of the work in accordance with established policies and procedures of Niagara County. Does related work as required.

TYPICAL WORK ACTIVITIES:

1. Provides user support in the use of computerized applications, including: assisting in the creation, development and maintenance of end-user procedure manuals; developing and contribute to ongoing needs assessment of both individuals and organization or department to identify types and contents of training; providing staff or customers with training in the use of computer hardware/software and related topics; and providing in-depth support for specific applications including electronic records systems;
2. Provides application training for computer users by: assessing training needs; selecting training methods; evaluating training programs for effectiveness and recommending changes; developing and/or reviewing user manuals, training materials, and related forms; and investigating, reviewing and recommending software packages for training purposes;
3. Performs helpdesk duties including managing tickets, recording requests, diagnostics/trouble-shooting, coordinating, documenting solutions, escalation, referrals, follow-up, and timely closure of tickets;
4. Partners with administration to review current business processes, research technologies that could automate/streamline processes and assist in the implementation of agreed upon technologies as assigned;
5. Analyzes work procedures with department administration or designee to identify those which are adaptable to computer applications; devising/applying plans to upgrade from manual methods to computerized systems including developing reports from electronic record systems and other related technology;
6. Creates and updates documentation to include changes to systems, processes, and reports;
7. Provides daily technical administration of the organization's electronic records management system and related information systems to include group administration and the troubleshooting of account access;
8. Performs lifecycle management such as replacement assessment, installation, maintenance, repair, decommission, and inventory control of computing, telecommunications, and peripheral equipment;
9. Collaborates with IT personnel, software programmers, and vendors to ensure information systems are updated or modified as necessary to meet cybersecurity and functional requirements;
10. Provides assistance, support, and instruction for department personnel in the timely and effective use of technology, software, and information systems in support of the assigned department's mission;
11. Runs diagnostic software programs to ensure operational integrity and coordination of microcomputer activities, services, and functions;
12. Utilizes productivity, data communications, and health records software;

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COMPUTER TECHNICIAN II - HEALTH SYSTEMS CONTINUED

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES & PERSONAL CHARACTERISTICS: Thorough knowledge of office productivity software; thorough knowledge of modern methods, principles, techniques and concepts utilized in computer information systems and analysis; thorough knowledge of information technology principles, techniques and concepts; thorough knowledge of modern techniques, up-to-date methods, and procedures as utilized for implementation of information technology systems; working knowledge of how an enterprise reporting program works in an organization; working knowledge of the organization's or department's policies, procedures, and requirements as it relates to information technology needs; technical writing skills; skill in operating personal computing devices; 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 present technical information to a non-technical audience; general information technology troubleshooting skills; ability to work in a team environment as well as independently; ability to multitask; ability to understand and interpret complex oral and written directions; ability to apply knowledge of information technology systems to solve problems and enhance operating systems; ability to communicate effectively both orally and in writing; ability to establish and maintain effective working relationships with others; problem solving skills; integrity; 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 systems management, computer technology or related field; and one (1) year of full-time paid experience using an enterprise reporting system, providing end-user support and training, and supporting computer applications, operation and maintenance of computer equipment, which shall have involved local area network administration and the installation, maintenance and use of operation, report writing, utility software; **OR**
2. Graduation with an Associate's Degree in computer science, information systems management, microcomputer technology or related field and three (3) years of full-time paid experience using an enterprise reporting system, providing end-user support and training, and supporting computer applications, operation and maintenance of computer equipment, which shall have involved local area network administration and the installation, maintenance and use of operation, word processing, utility software; **or**
3. Graduation from high school or possession of an equivalency diploma and five (5) years of full-time paid experience using an enterprise reporting system, providing end-user support and training, and supporting computer applications, operation and maintenance of computer equipment, which shall have involved local area network administration and the installation, maintenance and use of operation, word processing, 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.