

DEPARTMENT: ALL APPLICABLE
CLASSIFICATION: COMPETITIVE
APPROVED: SEPTEMBER 19, 2019

MICRO COMPUTER LEGAL SYSTEMS SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: The centralized Niagara County IT position typically is 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 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 the coordination of the installation, maintenance and control of microcomputer site's equipment, personnel training, operation and evaluation of the efficiency of installations. 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 a Computer Programmer and/or assigned superiors. The incumbent must adhere to a strict non-disclosure of information. 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 Micro Computer Coordinators with the completion of IT Helpdesk ticket requests;
2. 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;
3. Installs, maintains, and recommends software, hardware, and submits purchase requests to IT management for approval;
4. Installs, configures, and supports the PCs, laptops, peripherals, and approved endpoint protection;
5. 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;
6. Assists in the analysis of departmental activities and needs to determine cost-effectiveness of the use of information technology;
7. Troubleshoots wireless and broadband networks and network wiring using tools and testing equipment to validate proper performance;
8. Maintains network diagrams and data on the placement of network devices;
9. Provides training to new and existing staff relating to the use of microcomputers, applications, computing systems and the controlled transmission of information;
10. Provides support to personnel using information applications and systems on premise and off-site;
11. Runs diagnostic software programs to ensure operational integrity and coordination of microcomputer activities, services, and functions;
12. Utilizes word processing, database management, spreadsheet, data communications, and criminal justice system software;
13. Provides assistance, support, and instruction for attorneys in the timely use of technology, software, and information systems to satisfy legal case-specific needs;
14. Assists users with the retrieval of documents and testimony in preparation for document productions, depositions, and trials;
15. Collaborates with IT personnel, software programmers, and vendors to ensure information systems are updated or modified as necessary to meet cybersecurity and functional requirements;
16. Supports staff in the transfer and review of object character recognition information within software programs and systems; and
17. Assists with the development of computer-generated graphics, demonstrative evidence and presentations.

CONTINUED

MICRO COMPUTER LEGAL SYSTEMS SPECIALIST CONTINUED

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES & PERSONAL CHARACTERISTICS:

Good knowledge of the use and operation of personal computers and related peripheral equipment including the management of local area networks; good knowledge of common and criminal justice system related software used in personal computers; good knowledge of trouble-shooting techniques and the repair of personal computers, related peripherals, and local area networks; 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 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; good judgment; initiative; resourcefulness; tact; courtesy; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

OPEN COMPETITIVE QUALIFICATIONS:

Graduation from high school or possession of an equivalency diploma **and**

Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees 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 micro-computer equipment, which shall have involved local area network administration and the installation, maintenance and use of operation, word processing, utility software; **or**

Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with an Associate's Degree in computer science, information resources management, microcomputer technology or related field and four (4) years of full-time paid experience in the operation and maintenance of micro-computer equipment, which shall have involved local area network administration and the installation, maintenance and use of operation, word processing, utility software.

NOTE: Candidates for appointment at the Niagara County Information Technology Office 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.