

# Computer System Support Aide Tompkins County

**Department:** Town of Lansing

**Classification:** Competitive

**Approved:** 2/2020 by LG, Deputy Commissioner of HR

**Revised:** 2/22, 4/22

**By:** RP, Commissioner of Human Resources

## **MINIMUM QUALIFICATIONS: Either:**

1. Graduation from, or current enrollment with an understanding that the degree must be obtained within 3 months of appointment in, an associate's degree program at a regionally accredited or New York State registered college or university in computer applications, computer and information science, computer arts, computer science, information technology, information systems, information and computer sciences, information management, electronic data processing or related field **AND** one (1) year of user support experience in the operation of micro-computers and related peripheral equipment in a LAN or WAN based system; **OR**
2. Graduation from high school or possession of a high school equivalency diploma **AND** three (3) years of user support experience in the operation of micro-computers and related peripheral equipment in a LAN or WAN based system; **OR**
3. Any combination of training and experience equal to or greater than that defined in (a) and (b) above.

**Tompkins County is committed to Equity and Inclusion. We encourage others with similar values to apply.**

## **DISTINGUISHING FEATURES OF THE CLASS:**

This entry-level computer system support position exists in the Town of Lansing and Town of Ithaca and is assigned to functions typically called "Help Desk," "User Support" or "Installation Services." The incumbent is usually the initial contact for information technology users seeking technical support by answering questions, resolving routine hardware and software problems, and performing a variety of other activities related to user support. Moderate level of latitude is allowed for the exercise of independent judgement and decision making. The work is performed under the general supervision of the Town Supervisor or designee. Although supervision of others is not a primary function of this position, the incumbent may provide direction to interns or temporary staff. Incumbents may provide training and/or tutoring to network users concerning operating equipment and systems. Incumbent will perform all related duties as assigned.

## **TYPICAL WORK ACTIVITIES: (Illustrative Only):**

- Performs regular maintenance to ensure that networks operate correctly;
- Troubleshoots local area networks (LAN), wide area networks (WAN), and internet systems (WIFI);
- Performs file backups on the network on a routine basis;
- Performs SQL database maintenance and support
- Answers incoming help desk calls and uses on-line diagnostic software, manuals and problem tracking logs to determine malfunctions;
- Determines whether hardware, software, communication devices or user error causes problems;
- Instructs users on proper methods for data manipulation, software application or hardware operation;
- Refers problems that cannot be resolved to technical staff or a vendor and tracks service requests from inception to resolution;
- Records problems in manual or automated tracking log;
- Answers basic questions about how to use different types of software and hardware;
- Receives requests for disposable computer related supplies and dispenses them accordingly;
- Assists with setting up new "e-mail" accounts.;

- Sets up voice mail for new staff and handles problems related to the phone system;
- Sets up micro computer hardware with the proper cabling and connections (including networking), installs and tests software to insure that the entire system is fully operational;
- Checks computer input and output for accuracy;
- Reports maintenance/hardware calls for service to appropriate vendors;
- Follows up on calls and reports on the status of calls;
- Ensures that calls which are unable to be answered by the incumbent are escalated to the correct personnel;
- Operates miscellaneous office equipment;
- Runs diagnostic software to ensure that equipment operates properly;
- Conducts in-service training for staff in the use of software;
- Maintains files database and application servers and other related computer resources;
- Develops and documents operational procedures;
- Keeps directory of users and prepares work-related reports;
- May assist with research related to computer equipment/software, specifications and cost information for budgetary analysis and planning.

**KNOWLEDGES, SKILLS, ABILITIES & PERSONAL CHARACTERISTICS:**

- Good knowledge of the operation of micro-computer hardware, software, peripherals and communication devices;
- Good knowledge of software testing procedures and debugging techniques;
- Ability to carry out oral and written instructions;
- Ability to perform prolonged fine finger movement on a keyboard;
- Ability to read, understand and interpret technical and procedural manuals;
- Ability to explain the use and capability of micro-computer hardware, software, peripherals and communication devices;
- Ability to instruct users in software and hardware operations;
- Ability to establish and maintain effective working relationships;
- Ability to positively react to calls for computer software and hardware assistance; computer literacy;
- Ability to maintain accurate, neat and legible records with clerical aptitude;
- Ability to perform close, detailed work that may involve considerable visual effort or strain;
- Initiative, resourcefulness, accuracy, tact, neatness, courtesy, and good judgement are required.
- The incumbent's physical condition shall be commensurate with the demands of the position with or without reasonable accommodations.

Created 02/20

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