

# **PC TECHNICIAN / WEB DEVELOPER**

## **Tompkins County**

**Classification:** Competitive

**Labor Grade:** 11

**Approved:** 0

### **MINIMUM QUALIFICATIONS: EITHER:**

(a.) Graduation from a regionally accredited or New York State registered four year college or university with a Bachelors Degree **AND** one year of full-time paid (or the equivalent part-time and/or volunteer) experience in a position with substantial use of a microcomputer in an networked environment with the purpose of maintaining electronic files, database systems, applications, and/or communication systems; **OR**

(b.) Graduation from a regionally accredited or New York State registered two year college with an Associates Degree in computer science, data processing, or related field **AND** two years full-time paid (or the equivalent part-time and/or volunteer) experience within a position of micro-computer hardware and software support; **OR**

(c.) Graduation from high school or possession of a high school equivalency diploma **AND** six years of full-time (or the equivalent part-time and/or volunteer) experience within a position of micro-computer hardware and software support.

(d) Any combination of training and experience equal to or greater than that described in (a), (b) and (c) above.

### **SPECIAL REQUIREMENTS:**

Must possess of a valid New York Sate motor vehicle operators license within 90 days of appointment.

Tompkins County is Committed to Equity and Inclusion. We encourage those with similar values to apply.

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

This is a technical support and application analyst position focused on adapting micro-computers to department and user needs. The position is also responsible for designing, building, implementing, and maintaining Web pages and applications. The work includes the application of both microcomputer hardware and software to meet the specific needs of the department. The incumbent may be required to develop course outlines and to provide training to users of various hardware and software. The incumbent performs these duties under the general supervision of the Director of Information Technology Services (I.T.S.). Wide latitude is allowed for the exercise of independent judgment. Although supervision of others is not a primary function of this position, the incumbent may be called upon to supervise work projects, work groups, and to provide technical supervision to departmental staff. The incumbent will perform all related duties as required.

### **TYPICAL WORK ACTIVITIES:**

- Provides training in the use of word processing, database, spreadsheet, utility, in-house developed and other software;
- Maintains a library of PC related manuals, documentation, publications, etc.;
- Collects information from the department requesting computer support, analyzes that information to determine current basic operational requirements;
- Defines and researches problems in terms of logical relationships, system constraints, compatibility requirements, basic objectives, related manual processes, space, impact on resources, etc.;
- Recommends micro-computer hardware and software to support users' needs;
- Develops files, screens, interactive programs, macros, templates, etc.;
- Sets up micro-computer hardware with the proper cabling and network connections;
- Installs and tests software to insure that the entire system is fully operational;
- Tests and modifies new system software during parallel operation with current system to assure reliability;
- Develops and documents operational procedures;
- Communicates with vendors and other technical support personnel to aid in the solution of problems regarding micro-computer hardware and software;

- Performs research related to computer equipment/software, specifications and cost information for budgetary analysis and planning;
- Provides Help Desk support for computer users for hardware, software, and networking issues;
- Performs a variety of programming tasks using database and spreadsheet software, which may be required to use Microsoft Access, Visual Basic, and other programming languages;
- Develops technical bid specifications and proposals;
- Communicate with other county and local government agencies as part of hardware/software support and coordination;
- Analyzes and evaluates bid proposal responses culminating in recommendations for hardware, software, carrier and other services;
- Develop and communicate Web site usage and security policies and standards;
- Assists in defining Web site architecture and overall site structure;
- Identify, recommend, and prioritize new Web features and applications in conjunction with business leaders and department managers;
- Oversee Web development projects, including intranets and extranets;
- Develop, code, install, test, debug, and document Web applications using appropriate editors;
- Establish policies and procedures for publishing Web pages and applications in conjunction with content creators;
- Update Web pages to ensure site accuracy and currency;
- Diagnose and troubleshoot problems with existing Web applications and sites;
- Work with database administrator and vendors to design, develop, and update databases as they relate to Web applications;
- Perform periodic Web site audits;
- Monitor and report on Web site traffic and performance;
- Perform cost-benefit analyses of proposed Web implementations;
- Conduct research into current and emerging Web technologies and issues in support of Web development efforts;
- Manage and/or provide guidance to members of project teams.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

- Working knowledge of the principles and practices of computer application analysis, design and construction;
- Working knowledge of common business practices;
- Working knowledge of computer communication protocols;
- Ability to learn and support new PC software;
- Ability to learn new micro-computer system configurations;
- Ability to understand and interpret a wide variety of oral and written information;
- Ability to prepare and present ideas clearly and concisely, both orally and in writing;
- Ability to establish and maintain effective working relationships;
- Excellent verbal and written communication skills;
- Good judgment, integrity and tact; and
- Physical condition commensurate with the demands of the position.