NETWORK SYSTEM SUPPORT AIDE

TOMPKINS COUNTY

Department   T-S-T BOCES
Classification   Competitive
Labor Grade
Approved
Revised
By AF: Commissioner of Personnel

DISTINGUISHING FEATURES OF THE CLASS:

This entry-level technical support position exists in a school district 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. The work is performed under the general supervision of the Director of Technology Planning and is non-supervisory. Incumbents may provide training and/or tutoring to network users concerning operating equipment and systems. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only):

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 for district staff and students;
Sets up voice mail for new staff and handles problems related to the phone system;
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 and automatically routed/assigned to correct personnel;
Operates miscellaneous office equipment;
Performs photocopying as needed for the District;
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;
Keeps directory of users and prepares work-related reports.

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NETWORK SYSTEM SUPPORT AIDE (CONTINUED)

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;
Clerical aptitude;
ability to positively react to calls for computer software and hardware assistance; computer literacy.

MINIMUM QUALIFICATIONS: Either:

(a) Graduation from a regionally accredited or New York State registered college or university with an Associates' Degree 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 year of user support experience in the operation of micro-computers and related peripheral equipment in a LAN or WAN based system; **OR**

(b) Graduation from high school or possession of a high school equivalency diploma **AND** three years of user support experience in the operation of micro-computers and related peripheral equipment in a LAN or WAN based system; **OR**

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

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Originally Created 01/2006