

ORANGE COUNTY CLASS SPECIFICATION

TITLE: DESKTOP TECHNICIAN **GRADE:** 12

TITLE ABBREVIATION: DESKTOP TECHNICIAN **TITLE NO.:** 6307

JURIS.CL: C **SALARY CODE:** 01 **EEO CODE:** TE **FLSA CODE:** NE

DEPARTMENT: GENERAL SERVICES **DIVISION:** CLIENT SERVICES

SUPERVISOR'S TITLE: ASSISTANT DIRECTOR OF CLIENT SERVICES

DISTINGUISHING FEATURES OF THE CLASS: This is a technical position that is responsible for assisting with the configuration, installation, monitoring and maintenance of Desktop system hardware, software and peripheral equipment, including mobile devices. Work is carried out in accordance with department policies and procedures and involves troubleshooting desktop hardware and software problems. Other duties include assisting in benchmark testing, maintaining system documentation, and providing administrative support as needed. Work is performed under general supervision with leeway for independent judgement. Incumbent is required to work flexible hours, evenings and/or weekends as needed. Does related work as required.

TYPICAL WORK ACTIVITIES:

1. Installs Desktop hardware, software and related equipment in a networked environment;
2. Troubleshoots desktop hardware, software and related equipment to determine problem and resolution;
3. Cleans, maintains and repairs Desktop hardware, software and related equipment as appropriate;
4. Assists in evaluation and recommendation of desktop hardware and software;
5. Maintains documentation of all current system configurations, tables, and listings;
6. Interacts with vendor on resolving hardware and software issues;
7. Reviews and prepares evaluation and impact reports on new vendor product releases;
8. Assists with administration of e-mail accounts, mailbox configurations, security, etc.;
9. Assists with administrative functions such as preparing written reports, conducting product pricing, assisting with presentations, etc.
10. Travels between Orange County office locations as needed;

11. Set up, configure, and maintain mobile devices included but not limited to phones, tablets, and laptops.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of computer hardware, software and related equipment; good knowledge of computer operating systems; good knowledge of data systems concepts, operations and documentation; working knowledge of telecommunications concepts and networking systems; ability to troubleshoot and identify hardware/software malfunctions; ability to install, maintain, and repair computer hardware and software; ability to define features and limitations of vendor software and make recommendations; ability to communicate clearly and effectively both orally and in writing; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Either:

- (A) Possession of an Associate's Degree, or higher, in Computer Science, Computer Information Systems or related field and eighteen (18) months of paid experience in the installation and support of computer hardware and software in a networked environment, which shall have included the installation and support of one or more Microsoft Suite applications/services; OR
- (B) Graduation from high school or possession of a high school equivalency diploma and three (3) years of paid experience as outlined in (A) above; OR
- (C) One (1) year as a Desktop Technician Trainee.

Notes:

- Possession of A+ Certification may be substituted for one (1) year of required experience.
- Your degree 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. If your degree was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

SPECIAL REQUIREMENTS:

- Possess and maintain a valid driver's license, if required to operate a motor vehicle in the performance of job tasks.
- Ability to lift and carry fifty (50) pounds.