

**ORANGE COUNTY CLASS SPECIFICATION**

**TITLE:** DESKTOP TECHNICIAN ASSISTANT **GRADE:** 09  
**TITLE ABBREVIATION:** DESKTOP TECH ASST **TITLE NO.:** 6309  
**JURIS.CL:** C **SALARY CODE:** 01 **EEO CODE:** TE **FLSA CODE:** NE  
**DEPARTMENT:** VARIOUS **DIVISION:** VARIOUS  
**SUPERVISOR'S TITLE:** VARIOUS

**DISTINGUISHING FEATURES OF THE CLASS:** This position has responsibility for assisting with the configuration, installation and maintenance of Desktop system hardware, software and peripheral troubleshooting and repair. Duties also include performing inventory control functions and assisting with research and related assignments. Work is carried out in accordance with department policies and procedures and involves setting up hardware, software and peripherals, and assisting with problems assigned through the Helpdesk, desktop, network and technical support. Work is performed under direct supervision of a designated supervisor. Incumbent is required to work flexible hours, evenings and/or weekends as needed. Does related work as required.

**TYPICAL WORK ACTIVITIES:**

1. Following written work orders, assists with configuration and installation/relocation of Desktop hardware, software, telephones and related equipment at County sites;
2. Performs routine problem determination and resolution on Desktop related hardware, replacing or making repairs as directed;
3. Performs scheduled production jobs and output printing;
4. Checks server backup results and updates logs;
5. Assists in the maintenance of routine documentation for all current system configurations, using check-off lists;
6. Assists in performing computer inventory tagging and tracking;
7. May participate in the evaluation of Desktop hardware/software and researches new technologies via the Internet;
8. May prepare evaluation/impact reports on new vendor product releases;
9. May assist with administrative functions, such as product pricing, product presentations and evaluations, and written reports.

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

Good knowledge of the functions and capabilities of computer systems and their components; working knowledge of personal computers software such as word processing, spreadsheets, database and email; working knowledge of Internet usage and functionality; working knowledge of personal computer utilities and telecommunications concepts; ability to correct hardware and software malfunctions; ability to follow instructions; ability to communicate clearly and effectively both orally and in writing; physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:** Either:

- (A) Completion of twelve (12) credit hours in Computer Science or related field; OR
- (B) Graduation from high school or possession of a high school equivalency diploma and one (1) year of paid work experience in the installation and maintenance of computers in a networked environment.

**NOTE:** Possession of A+ Certification may be substituted for required experience.

**Note:** Your credits 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 credits were 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. Ability to lift and carry fifty (50) pounds.