

ORANGE COUNTY CLASS SPECIFICATION

TITLE: DESKTOP TECHNICIAN TRAINEE **GRADE:** 11

TITLE ABBREVIATION: DESKTOP TECH TRNEE **TITLE NO.:** 6308

JURIS.CL: C **SALARY CODE:** 01 **UNIT:** -- **EEO CODE:** TE **FLSA CODE:** NE(2)

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

SUPERVISOR'S TITLE: SENIOR DESKTOP TECHNICIAN

DISTINGUISHING FEATURES OF THE CLASS: The trainee level is used to recruit individuals who demonstrate a career interest in the technical desktop support field. Trainees receive on-the-job training while performing increasingly responsible and independent work involving assisting with the configuration, installation and maintenance of Desktop system hardware/software, ongoing performance monitoring and administering the E-mail network (including Post Office setup, mailbox configurations, user security, etc.) Work is carried out in accordance with department policies/procedures and involves training to modify Desktop software modules, conduct routine file performance maintenance, monitor Desktop Communications networks, troubleshoot Desktop hardware and software problems. Work is performed under direct supervision. Trainee appointments are for a period of one year, following which incumbents receiving satisfactory ratings will be advanced to the title of Desktop Technician without further examination. Incumbent is required to work flexible hours, evenings and/or weekends as needed. Does related work as required.

TYPICAL WORK ACTIVITIES:

1. Receives training and assists with increasingly complex configuration and installation of Desktop hardware/software and related components and monitoring system support software on Desktop equipment at all County sites;
2. Receives training and participates in maintenance of E-mail network; Setup of Post Office stops, mailbox configurations, customer security, and purging processes;
3. Learns to evaluate Desktop hardware/software and recommend changes to standards;
4. Learns to maintain documentation for all current system configurations, tables, and listings;
5. Learns to install and perform increasingly complex problem determination/resolution on Desktop related hardware;
6. Receives training and assists with increasingly complex vendor resolution of hardware and software issues;

7. Receives training and participates in preparing and tracking Desktop computer bid proposals not covered under State contract;
8. Receives training and participates in preparing evaluation/impact reports on new vendor product releases;
9. Receives training and may assist with administrative functions, such as budget preparation, product presentations and evaluations, and written reports.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of the functions and capabilities of office automation computer systems; good knowledge of personal computers and software; ability to learn and work with office automation system utilities, data systems concepts, operations and documentation, telecommunications concepts and network monitoring; ability to learn to analyze and correct hardware/software malfunctions; ability to learn to define features and limitations of vendor software and make recommendations; ability to learn to modify software to installation needs; 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 A+ Certification and six (6) months of paid work experience which included personal computer software and hardware installation and maintenance for both stand-alone and networked computers; network monitoring and troubleshooting; and installation and support of personal computers peripherals; OR
- (B) Possession of a certification or diploma from a school or technical institute awarded no more than three (3) years prior to the date of application reflecting successful completion of a program involving technical support for personal computer software/hardware installation, networking and troubleshooting and one (1) year of paid work experience as defined in (A) above; OR
- (C) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with an Associate's Degree, or higher, in Computer Science or related field and two (2) years of experience as defined in (A) above; OR
- (D) Graduation from high school or possession of a high school equivalency diploma and three (3) years of paid full time experience as stated in (A) above.

NOTE: Must possess at time of appointment and maintain a valid driver's license, along with the ability to lift and carry fifty (50) pounds.