

**COUNTY OF ORANGE
MUNICIPAL/SCHOOL
JOB CLASSIFICATION SPECIFICATION**

CLASS TITLE: TECHNICAL ASSISTANT

TITLE #: 1686

DISTINGUISHING FEATURES OF THE CLASS: This is an entry-level position involving responsibility for assisting technical personnel with the maintenance and repair of computers and computer networking systems in a school district or for component school districts when assigned to Orange-Ulster BOCES. Employees in this class accompany Computer Technicians and Computer Network Specialists on field assignments to assist with manual work and to observe and learn basic aspects of computer installation and maintenance. Work is performed under the direct supervision of a designated supervisor with leeway for exercising independent judgment increases as the employee develops the appropriate technical skills. Does related work as required.

TYPICAL WORK ACTIVITIES:

Assists with the maintenance and repair of computers and related equipment in a networked environment;

Accompanies technical personnel on field assignments to assist with manual work (i.e. moving equipment, pulling wires, putting ends on wires);

Observes and learns basic aspects of computer installation and maintenance and network administration;

Installs basic computer application software under the supervision of technical personnel;

Attends training as needed to upgrade and update skills;

May assist in computer office management procedures such as inventory, purchasing and shipping and receiving.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Working knowledge of computer hardware and software; working knowledge of the operation of computer systems and computer networking systems; working knowledge of diagnostic equipment; ability to learn to troubleshoot and identify hardware problems; ability to assist in the installation and maintenance of computers and computer networking systems; ability to install computer software; ability to communicate technical advice to users; mechanical aptitude; dependability; physical condition commensurate with the demands of the position.

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MINIMUM QUALIFICATIONS: Either:

- (A) Completion of thirty (30) college credits hours and six (6) months experience involving maintenance, installation, or repair of computers or computer networking equipment; OR
- (B) Graduation from high school or possession of a high school equivalency diploma and one (1) year of experience as described in (A) above.

NOTE: Completion of thirty (30) credits* with a major in Computer Science, Computer Information Systems or related field or possession of a professional IT certificate may be substituted for the 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.

JURISDICTIONAL CLASSIFICATION: Competitive

REVISED 01/23/24