COUNTY OF ORANGE
MUNICIPAL/SCHOOL
JOB CLASSIFICATION SPECIFICATION

CLASS TITLE: TECHNICAL FIELD SUPERVISOR   **TITLE #:** 1679

DISTINGUISHING FEATURES OF THE CLASS: This work involves responsibility for supervising and participating in the maintenance and repair of computer and networking systems for member districts of Orange-Ulster BOCES Technology Learning Center. Work is performed under the general supervision of the Technical Services Manager and supervision is exercised over the work of Computer Technicians and Computer Network Specialists. Does related work as required.

TYPICAL WORK ACTIVITIES:

Participates in field operations and delegates assignments to Computer Technicians and Computer Network Specialists;

Supervises and provides first level technical support to technicians in the field;

Performs network repairs and installations as needed;

Coordinates site installations with Technical Service Manager;

Trains technicians and other personnel in new technologies;

Evaluates new computer software and hardware and other related products;

Maintains appropriate records of requests for network installation and network maintenance;

Administers the Orange-Ulster BOCES Wide Area Network.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Thorough knowledge of computer hardware; thorough knowledge of computer systems; thorough knowledge of computer networking systems including installation, upgrade and maintenance of computer networks; thorough knowledge of networking software including installation, administration, troubleshooting and network cabling systems; good knowledge of diagnostic equipment; good knowledge of printers and print servers in a networked environment; good knowledge of the installation and set-up of expansion cards, sound cards and network interface cards; good knowledge of application software installation and troubleshooting in a networked environment; good knowledge of the set-up and maintenance of E-mail accounts in a networked environment; ability to plan and supervise the work of others; ability to maintain accurate records; ability to install computer software, diagnose software related problems and differentiate between a hardware and software problem; ability to communicate technical advice to users; reliability; good interpersonal skills, physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Either:

(A)   Completion of 60 credit hours at a regionally accredited or NYS approved college or university and five (5) years of experience which shall have included maintenance and repair of computers and peripheral equipment and installing and administering networks (examples include, but are not limited to, Novell or Windows NT networks); OR

(B)   Graduation from high school or possession of a high school equivalency diploma and seven (7) years of experience as outlined in (A) above; OR

(C)   An equivalent combination of training and experience as defined by the limits of (A) and (B).

NOTE: Possession of a certification as either a Certified Network Engineer (i.e., CNE from Novell) or as a Microsoft Certified Systems Engineer (i.e., MCSE from Microsoft) may be substituted for 2 years of the required experience.

JURISDICTIONAL CLASSIFICATION: Competitive

ADOPTED: 4/8/98
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