

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

CLASS TITLE: TECHNICAL SUPPORT ASSISTANT

TITLE #: 1688

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class responds to computer user requests within a municipality for technical assistance and serves as the liaison between users and technicians. The incumbent also provides technical support services and software training to computer users. Responsibility includes maintaining a log of reported occurrences and follow-up to resolve problems either by direct action or referral to the correct area of responsibility. Work is performed under general supervision in accordance with established procedures with leeway allowed in exercising independent judgement in carrying out the details of the work. Supervision is not a function of this class. Does related work as required.

TYPICAL WORK ACTIVITIES:

Acts as the liaison between user and technical personnel and serves as the central contact person for user reporting of all hardware and software problems;

Resolves all reported problems by directly solving, if appropriate, or by immediate referral to appropriate personnel;

Maintains full documentation of problems and their resolution; tracks unresolved problems and follows up until problem resolution occurs;

Creates and maintains a variety of departmental related databases and spreadsheets and prepares various reports and queries from said databases;

Provides training sessions to users on using internet or various software applications;

Researches hardware and software and obtains proposals and price quotes from vendors;

Attends training as necessary to be able to provide support for various software applications;

May maintain and update information onto website, and perform installation of computer hardware and software, preventive maintenance and minor troubleshooting.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of procedures related to troubleshooting software problems; good knowledge of record keeping procedures; good knowledge of general office practices and procedures; working knowledge of computer terminology and hardware problems; ability to follow oral and written instructions; ability to communicate effectively, both orally and in writing; ability to establish and maintain effective working relationships with users and technical personnel; patience; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Either:

- (A) Completion of 60 credit hours at a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees and one (1) year of paid experience in a computer lab, computer technical support, or similar environment which shall have included software training and/or support; OR
- (B) Graduation from high school or possession of a high school equivalency diploma and three (3) years experience outlined in (A) above; OR
- (C) An equivalent combination of education and experience as defined by the limits of (A) and (B) above.

JURISDICTIONAL CLASSIFICATION: Competitive