

COMPUTER SUPPORT ASSISTANT

DISTINGUISHING FEATURES OF THE CLASS: The Computer Support Assistant provides assistance with users of personal computers as well as associated equipment at the William K. Sanford Library. The incumbent will be knowledgeable of the Library's techniques, computer skills, and customer service skills. This position requires frequent independent decision-making and judgment. The incumbents' duties include problem solving and troubleshooting wireless routers, installation and maintenance of software, minor hardware repair, web and related applications.

The work is performed under the general supervision of the Library Director. The incumbent does related work as required.

TYPICAL WORK ACTIVITIES:

Operates and maintains the Library's public network;

Installs and maintains desktops and related software;

Will assist Library staff and patrons with problems using Library computers and software;

Assists as needed the Management Informational Systems (MIS) staff in the installation and configuration of desktop operating systems;

Maintains the file/data server and print server at a level below administrator access;

Assists Upper Hudson Library System computer support employees to install configure and support

software for desktops and public network;

Provides technical support if needed to the library staffer who maintains the web site

Installs and maintains Library wireless access;

Answers questions from Library staff and patrons to improve and expand computer usage;

Interacts as a liaison between the Library and MIS for system access for end-user move, additions or deletions;

Maintains hardware inventory, software and user count inventories;

Provides troubleshooting assistance for software and hardware related problems;

Maintains records, files and inventory information for the library.

FULL PERFORMANCE KNOWLEDGES, SKILLS AND ABILITIES AND PERSONAL

CHARACTERISTICS: Good knowledge in the installation, maintenance and support of networked desktops, printers and related equipment; ability to perform minor repairs; Working knowledge of software installation; ability to troubleshoot problems; ability to provide basic server administration functions; ability to maintain the most current principles and practices of computer program software and hardware; ability to communicate technical information both verbally and in writing; ability to create and maintain effective working relationships with the various Town departments, Library organizations and the general public.

MINIMUM QUALIFICATIONS: Graduation from a regionally accredited or NYS registered college or university with an Associate's degree in Computer Science or a related degree AND (2) two years paid full time employment or the part time equivalent providing technical support in a networked environment.

Adopted 6/15/00
Amended 6/14/19
Town of Colonie