GENESEE COUNTY

IT OPERATIONS SPECIALIST I (HELP Program)

DISTINGUISHING FEATURES OF THE CLASS: The incumbent in this IT operations position carries out mid-level technical work in conformance with departmental policy and procedures. This position has responsibilities which include assistance with the installation, repair, and maintenance of P.C.s and peripherals; maintenance of web sites-Internet/Intranet, E-mail applications, telecommunications, help desk. The incumbent is expected to occasionally be in charge of small, simple technical projects, and to regularly assist on larger, more complicated technical projects. The exercise of independent judgment is expected in routine matters. The work is done under the direct supervision of a high level IT technical staff/management. Shift work or on call duties may be required. Does related work as required.

TYPICAL WORK ACTIVITIES:
Assists in system management and operations functions for computers (AS400, NT servers, PC's;
Assists with web sites-Internet/Intranet, E-Mail applications;
Assists with minor repair of PCs, peripherals, routers, and servers;
Assists with maintaining, adding, programming of telephones and telephone monitoring applications;
Installs new PCs, peripherals;
Installs and upgrades operating systems and application systems;
Performs backups of all systems and networks;
Assists with the organization and maintaining asset management of IT equipment;
Assists with routine IT operations tasks, as needed;
Receives and answers calls and requests from users, as needed, by acting as a back up to help desk functions;
Logs and updates service calls on computerized call tracking systems, ensuring calls are logged properly and status is tracked.

The above examples of duties are intended only as illustrations of the various types of work performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES, AND/OR PERSONAL CHARACTERISTICS: Good knowledge of use and general maintenance or computer hardware and peripheral equipment; working knowledge of operation of a computer system and/or communications network/telephone system; working knowledge of standard off the self applications, E-mail and Internet; working knowledge of computers and network operations; ability to quickly learn the jurisdiction's IT functions; ability to respond and learn quickly hardware operations scheduling, job control language, and the use of systems commands and job executions; ability to read and interpret instruction; ability to communicate effectively both orally and in writing; ability to act as a task leader; ability to work well in teams and with users; good initiative, tact, courtesy, and organizational skills.

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The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit, use hands to finger, handle, or feel objects, tools or controls; and reach with hands and arms. The employee is regularly required to walk, talk, and hear.

The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet.

MINIMUM QUALIFICATIONS:
EITHER:

A. Graduation from a regionally accredited college or university with a Bachelor's Degree or higher in Computer Science, Computer Repair/Technology, Information Systems, MIS, Computer Engineering, or related field.

OR

B. Graduation from a regionally accredited college or university with an Associate's Degree in Computer Science, Computer Repair/Technology, Information Systems, MIS, Computer Engineering, or related field and two (2) years of full time paid experience*in computer hardware/software systems maintenance, repair and installation.

OR

C. Possession of a high school diploma or an equivalency diploma recognized by the New York State Department of Education and four (4) years of full time paid experience*as defined in B above.

*Successful completion of a college internship (paid or unpaid) may be substituted for full time paid experience on a month to month basis.

NOTE: Your degree 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 degree was 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.

All qualified applicants will be afforded equal employment opportunities without discrimination because of race, creed, color, national origin, sex, age, disability or marital status.

Non-Competitive Class
Adopted 11/1/24