

GENESEE COUNTY
IT OPERATIONS TECHNICIAN II (HELP Program)

DISTINGUISHING FEATURES OF THE CLASS: This position differs from an IT Operations Technician I in that more experience and knowledge of jurisdictions' IT functions is required and more independent judgment is expected. The incumbent in this position is directly supervised by higher level IT staff or by departmental staff with responsibility for IT. The work is carried out in conformance with instructions and involves prompt actions to maintain schedules, recognize problems and initiate corrective action. The exercise of independent judgment is expected in routine matters. Shift work and on call duties may be required. This technical position has responsibilities which include the operation and maintenance of computers and peripherals, networks and telecommunications equipment, and other general duties connected with efficient IT operations. Additional responsibilities for this position may include the support of users and departmental applications. Does related work, as required.

TYPICAL WORK ACTIVITIES:

Operates computer and peripheral equipment including input of data/data entry, running of application job streams and retrieval and distribution of output as required;
Monitors ongoing operations of computers, networks, and telecommunications and performs preventive maintenance;
Maintains systems schedules and job controls;
Identifies system malfunctions and initiates corrective action within the scope of knowledge and authority;
Performs release upgrades and vendor-issued temporary upgrades to computing and network operating systems;
May load or assist with the loading of application software;
May assist with the overall operation of departmental application systems, including troubleshooting systems errors/problems;
Performs back-ups of all systems and networks;
Maintains and updates libraries, logs, manuals, journals and inventories necessary for efficient IT operations;
Assists with asset management of IT equipment;
Assists with the use and routine maintenance of fax machines, PCs, laptops, etc.;
May offer customer support, user assistance and instructions to employees, students and/or faculty, by telephone, in person, or on-line;
Confers with higher level technical staff when errors require a change in operations;
Attends job-related training;
May provide back-up for clerical personnel and/or other team members.

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 the operation of a computer system and communications network/telephone system; good knowledge of the use and general maintenance of computer hardware and peripheral equipment; good knowledge of standard off the shelf applications and the Internet; working knowledge of hardware operations scheduling, job control language, use of systems commands and job executions; working knowledge of the computer operating system; working knowledge of the jurisdiction's IT functions; ability to read

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FULL PERFORMANCE, KNOWLEDGE, SKILLS, ABILITIES, AND/OR PERSONAL CHARACTERISTICS, Cont'd:

and interpret instructions related to data coding and the execution of programs; ability to communicate effectively, both orally and in writing; ability to work well in teams.

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 may at times be elevated.

MINIMUM QUALIFICATIONS:

EITHER:

- A. Possession of an Associate's Degree or higher from a regionally accredited or NYS registered college or university in Business Administration, Computer Science, Computer Information Systems, or related field and One (1) year of full time paid experience in the design, implementation or delivery of Information systems, FOR EXAMPLE: Information processing/ communication, systems design, programming or project work, etc.

OR

- B. Possession of a high school diploma or an equivalency diploma recognized by the NYS Department of Education AND three (3) years of full time paid experience in the design, implementation or delivery of information systems, FOR EXAMPLE: Information processing/communications, systems programming or project work etc.

Special Requirements for appointment: Successful completion of a background investigation will be required prior to appointment.*

*Special requirements apply to an appointment made in the Child Support Unit within the Department of Social Services.

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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.