GENESEE COUNTY

SOFTWARE SUPPORT SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: This involves providing technical support for software and hardware applications. The incumbent coordinates and supervises the training, installation, and maintenance of computer software and related peripheral equipment. The position also involves the modification and adaptation of purchased software to meet the needs of staff. Work is performed under general direction with wide leeway allowed for the exercise of independent judgment in planning and carrying out the details of the work. Supervision over the work of others may be the responsibility of employees in this class. Does related work as required.

TYPICAL WORK ACTIVITIES:
Analyzes problems concerning PC and network software to determine an acceptable solution and insures that all applications run;
Reports and resolves problems and deviations affecting workload and scheduling;
Tests new or updated software and reports bugs to vendors;
Answers questions concerning computer and network software;
Documents call resolutions for software problems;
Trains and supports user staff in the use of PC software;
Provides training support for new users;
Tests PC software for compatibility and functionality;
Installs applications software on the network;
Conducts and/or participates in meetings with users concerning projects and project status;
Meets with vendors to provide feedback on software and to receive information;
Creates and maintains databases;
Modifies and adapts purchased software to a specific need or application;
Prepares documentation for users and user support personnel.

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 PERSONAL CHARACTERISTICS: Good knowledge of personal computers; good knowledge of the operation of external hardware and peripheral equipment; good knowledge of how to identify program problems; good knowledge of the sources of information concerning computer hardware and software; good knowledge of PC operating systems; good knowledge of word processing, spreadsheet and database management software; ability to plan, develop and use training materials to instruct others; ability to operate a PC; ability to communicate orally, including the ability to communicate technical information to non-technical people; ability to communicate in writing; ability to analyze problems and develop appropriate solutions; ability to understand complex written and oral instructions; ability to get along well with others; ability to work in an organized way; ability to work independently; ability to work as part of a team; attention to detail.

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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 this 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 required to walk, talk and hear.

The employee must occasionally lift and/or move up to 40 pounds. Specific vision abilities required by this job include close vision, distance 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 to moderately noisy.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma recognized by the NYS Department of Education, **AND EITHER**

> A. Graduation from a regionally accredited or NYS registered college or university with an Associate's Degree in Computer Science or a related field and one (1) year of full time paid experience which involved the operation of a personal computer and peripheral equipment and resolution of software and hardware problems;

OR

> B. Three (3) years of full time paid experience which involved the operation of a personal computer and peripheral equipment and resolution of software and hardware problems;

OR

> C. Any equivalent combination of training and experience indicating ability to perform the duties of this position.

Competitive Class
Adopted 7/21/04