Jurisdictional Class: Competitive
EEO Category: Technicians
Revised: 12/31/2022

COMPUTER TECHNICAL ASSISTANT

DISTINGUISHING FEATURES OF THE CLASS: This is a technical position responsible for the efficient functioning of stand-alone and networked systems. The incumbent assists and trains staff who have access to internal and outside agency databases or networks. An incumbent also operates and makes minor repairs on computers and related peripheral equipment. The work is performed under the general supervision of a higher-level staff person, with leeway allowed for the exercise of independent judgement in carrying out the details of the work.   Supervision over the work of others is a minor responsibility of employees in this class. The incumbent performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)
Installs and maintains administrative and system operating software for department computers;
Maintains operating system client access and anti-virus software and security patches;
Responsible for issuing and monitoring terminal security for users of outside agency systems throughout the department, including satellite offices;
Trains personnel in the use of computer hardware, printer set-up and operation, uploading and downloading of files from and to outside agencies;
Assists users having difficulties correctly entering information into computer system;
Meets with supervisors and determines the best approach for solving difficult problems with the system;
Ensures all work necessary to meet deadlines is met by users of the system;
Prepares documentation, for users of on-line terminals, that provide direction for use of electronic office and administrative software;
Reviews computer inputs/outputs with personnel to determine problems, examine context and to maximize utilization;
Coordinates and logs hardware-related problems and resolves them with the computer vendor to ensure ongoing computer reliability;
Coordinates and resolves department problems associated with hardware, software, training and production;
Liaison to software vendors or agencies to ensure timely implementation of hardware, software, communications, training, etc;
Debugs and reviews new programs to assure completion according to predetermined requirements;
Analyzes the flow of information between the data center and the various units participating in the data processing system;
Revises existing software packages to adapt to changes in administrative processing and procedures;
Operates a computer and related peripheral equipment in compiling and processing data for a variety of statistical and financial reports;
Trains and confers with employees to ascertain the nature of projects, the form of source information and form of results required;
Prepares input and output memory layouts and block diagrams to show sequence of computations for problem solution on computer and related peripheral equipment;
Consults with superiors and reports problems and deviations affecting workload and scheduling;

TYPICAL WORK ACTIVITIES (cont'd):
Uses previously designed and stored programs to set up and make changes in standard forms and/or variable documents by manipulating keyboard-activated cursors on display screen;
May be required to travel to maintain computer equipment.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of the use and operation of a computer and related peripheral equipment; working knowledge of office terminology and procedures; ability to adapt purchased software to existing applications; ability to manually manipulate an alpha-numeric keyboard at a satisfactory rate of speed; ability to operate a computer; ability to understand and follow oral and written instructions; ability to plan and schedule data processing activities; ability to instruct others in the use and adaptability of purchased software to financial and statistical record keeping; accuracy.

MINIMUM QUALIFICATIONS: Either:

(A)   Possession of Bachelor's Degree, including or supplemented by twelve (12) credit hours in the fields of computer science or computer technology; **OR**

(B)   Possession of Associate's Degree, including or supplemented by six (6) credit hours in the fields of computer science or computer technology **AND** two (2) years of experience in the operation of a mainframe or micro-computer, which involved the adaptation of software to database management systems; **OR**

(C)   Graduation from high school or possession of a high school equivalency diploma **AND** four (4) years of experience in the operation of a mainframe or micro-computer, which involved the adaptation of software to database management systems.

SPECIAL REQUIREMENT: Possession of a valid New York State driver's license at time of appointment. License must remain valid throughout appointment.

NOTES:
1.   Verifiable part-time experience will be pro-rated toward meeting full-time experience requirements.
2.   Degree(s) 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 the degree was awarded by an educational institution outside the United States and its territories, the candidate 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. Candidates will be required to pay the evaluation fee.