

PERSONAL COMPUTER SPECIALIST
CHAUTAUQUA COUNTY INFORMATION TECHNOLOGY SERVICES
Salary Range: \$28.50 - \$37.44/Hr.
One (1) Full Time Position @ 40 Hours/Week + Benefits

The Chautauqua County Department of Information Technology Services is seeking qualified applicants to fill one (1) full-time position @ 40 hours per week out of the Mayville, NY office. A Personal Computer Specialist is responsible technical work involving the configuration, installation and troubleshooting of servers, personal computers, peripherals, and software to meet needs of an agency. Work performed is under the general supervision of an information services director or computer technician of higher rank. The Personal Computer Specialist is allowed wide leeway for the exercise of independent judgment in tasks performed. Does related work as required.

Typical Work Activities:

- Consults with agency departments/divisions to determine automation requirements based on analysis of workflow department business plan and the county's technology plan;
- Recommends hardware and software to meet needs taking into account such factors as compatibility, standards and cost;
- Installs personal computer hardware and software on site in user departments/divisions;
- Configures network servers and network switches and interfaces personal computers to networks;
- Instructs users in the basic operation of personal computer hardware and software;
- Assists with small-group training when necessary;
- Assists with handling help desk technical inquiries;
- Respond to technical questions and problems referred by users and makes site visits or gives remedies via telephone;
- Initiates and tracks hardware repairs and warranty claims from initial troubleshooting call through installation of component and return/disposal of faulty hardware;
- Develops cost-benefit case for repairing hardware that is out of warranty period and makes recommendation to supervisor;
- May represent the department/division director at meetings as assigned;
- Acts as liaison with various hardware and software manufacturers and/or vendors;
- Researches issues related to customization of off-the-shelf software to handle user's needs;
- Assists with network security and data integrity issues;
- May work with mid-range computing staff to access data on AS/400 platform for manipulation in desktop applications.

This position is being filled on a provisional basis pending the outcome of a future dated Civil Service examination for this title.

Chautauqua County Offers A Comprehensive Benefits Package Which Includes:

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| - Health Insurance (including Dental & Vision plan) | - 13 Paid Holidays |
| - Health Savings Account (partially funded by the County) | - Vacation & Sick Time |
| - Personal Days | |
| - NYSLERS Pension | - NYS Deferred Compensation |
| - Eligible for Federal Public Service Loan Forgiveness | - Wellness Program |

Minimum Qualifications: Graduation from high school or possession of a high school equivalency diploma and either:

- A. Graduation from a regionally accredited or New York State registered college, university or technical school with an Associate's degree in computer science, computer information systems or a closely related computer field and one (1) year of full-time paid experience in computer systems support, network administration or information systems management; OR
- B. Successful completion of 60 semester credit hours from a regionally accredited or New York State registered college, university or technical school which must have included eighteen (18) semester credit hours in management information systems, computer science, information technology or a closely related computer field and one (1) year of experience as listed in A above; OR
- C. Successful completion of a certification program in hardware repair, networking or a computer-related field from a regionally accredited or New York State registered college or technical school and two (2) years of experience as listed in A above; OR
- D. Three (3) years of experience as listed in A above. Possession of a certification in hardware repair, networking or a computer-related field from a technical school within five (5) years of application may be substituted for one (1) year of experience.