

Jurisdiction: Ithaca City School District
Jurisdictional Class: Competitive
Adopted: 03/11/96
Revised: 04/08/96, 06/01/22

MICROCOMPUTER SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: This position is responsible for providing technical support for the educational and administrative computer hardware and software maintained by the Ithaca City School District. The incumbent is also responsible for training and instructing District personnel in the use of District computer systems. The work is performed under the general supervision of the Chief Information Officer and/or Assistant Director of Technology, with latitude allowed for the exercise of independent technical judgment in the performance of the work. Does related work as required.

TYPICAL WORK ACTIVITIES:

Installs, configures, maintains and troubleshoots District hardware systems;
Installs, configures, maintains and troubleshoots District application software;
Trains District staff in the use of District software, including educational software, word-processing, database, spreadsheet, and utility software;
Works with staff members and teachers to assist them in learning a variety of computer operations and multimedia techniques;
Assists with the installation and maintenance of District, local and area-wide network application software;
Tests and modifies new system software;
Maintains the annual District-wide hardware and software inventories;
Maintains and documents knowledge base of district technology and related manuals, documentations, publications, etc.;
Communicates with vendors and other technical support personnel to aid in the solution of problems regarding computer hardware and software;
Troubleshoots District access control and video systems;
Evaluates computer systems, services and supplies by determining user requirements, performing product and cost analyses, acquiring vendor information and product details, and developing and submitting equipment proposals;
Provides Help Desk support for computer users for hardware and software.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, PERSONAL CHARACTERISTICS:

Good technical knowledge of computer hardware and related software, particularly iOS/Apple, Chrome and Windows based devices; good technical knowledge of computer peripherals, including printers and scanner types and configurations; good technical knowledge of computer telecommunication systems; good technical knowledge of micro-computer telecommunication systems; good technical knowledge of operating systems, including Windows, Apple and Chrome/Google systems, etc; good technical knowledge of District application software, including Google Suite, database, spreadsheet, electronic mail, multimedia, and networking software; excellent interpersonal and oral and written communication skills; ability to establish effective working relationships with others; ability to effectively communicate technical information in an easily understood manner; ability to instruct others in the use of computers and computer software; ability to analyze and solve problems relating to computer operations; ability to successfully work with and serve a diverse local community; versatility; reliability; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- A. Graduation from a NYS registered or regionally accredited college or university with a Bachelor's Degree in Computer Science, Computer Technology or a closely related field with similar course curriculum AND one (1) year of full-time paid experience, or its part-time paid equivalent, in the management or support of computer systems including substantial experience in the setup and installation of computer hardware and software; or
- B. Graduation from a NYS registered or regionally accredited college or university with a Bachelor's Degree AND a repair or proficiency certification from relevant technology companies (Apple, Google, Microsoft, JAMF, Aruba, CompTIA, or other comparable company) AND one (1) year of full-time paid experience, or its part-time paid equivalent, in the management or support of computer systems including substantial experience in the setup and installation of computer hardware and software, or
- C. Graduation from a NYS registered or regionally accredited junior or community college with an Associate's Degree in Computer Science, Computer Technology or a closely related field with similar course curriculum AND three (3) years of full-time paid experience, or its part-time paid equivalent, in the management or support of computer systems including substantial experience in the setup and installation of computer hardware and software; or
- D. Graduation from high school or possession of a high school equivalency diploma AND five (5) years of full-time paid experience, or its part-time paid equivalent, in the management or support of computer systems including substantial experience in the setup and installation of computer hardware and software; or
- E. Any equivalent combination of training and experience as defined by the limits of (A), (B), (C) and (D) above.