

SCHOOL COMPUTER TECHNOLOGY SPECIALIST (DOE)

Duties and Responsibilities

This class of positions encompasses computer work of varying degrees of difficulty and responsibility in an educational environment, under the day to day supervision of a school principal or school administrator, related to the instructional and administrative information systems located within a school in the areas of computer maintenance and repair, mainframe and/or mini computer operations, software, technical support, and training. May drive a motor vehicle in the normal course of daily assignments. Incumbents perform related work.

There are three Assignment Levels within this class of positions: Assignment Level I performs work at elementary schools, intermediate/junior high schools or high schools with a small or average size student population; Assignment Level II performs work at schools, with a medium size student population; and Assignment Level III performs work at schools with a large size student population, generally at the high school level. Allocation of a position to Assignment Levels II and III will also be based on additional criteria such as: diversity, size and complexity of school information systems; staff supervision; number of computer labs and equipment; and related program administration and support activities (See Special Note under Qualification Requirements for Assignment Level III).

Examples of Typical Tasks

Installs and configures computer systems, software and local area network components, including directories, computer lab servers and work stations linked to mainframe systems. May oversee work performed by technology vendors.

Maintains, troubleshoots, repairs or replaces computer system component parts in a school location. Performs preventative maintenance on computer systems, such as labs, including remote mainframe terminal equipment and line printers.

Determines causes of computer malfunctions by observation in classrooms, including labs, and by use of diagnostic tools and state-of-the-art test instruments and equipment. Replaces faulty equipment and/or component parts.

Provides ongoing maintenance and database support for computer systems equipment located in classrooms, libraries, computer labs, administrative offices and program offices.

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Examples of Typical Tasks (continued)

Provides technical assistance and support to school administrators and staff in the design, construction and ongoing maintenance of a school's website; maintains web-based inventory records.

Provides assistance to instructional and school support staff in resolving hardware and software problems, communicates with help desk and vendors, and takes or recommends appropriate corrective actions.

Advises the principal and instructional staff on technology needs and resources. Provides assistance to instructional and school support staff in resolving hardware and software problems and recommends appropriate software corrections.

Conducts technology related professional development for instructional and support staff.

Produces reports on production and machine utilization for review by school administrators and instructional staff. Maintains logs of computer use in classrooms and labs and related repair records. Maintains inventory and prepares requisitions for computer and peripheral equipment purchases.

May supervise subordinate employees in installing software, maintaining systems and equipment, and/or repairing component parts.

May serve as system administrator for the school.

Qualification Requirements

1. A four-year high school diploma or its educational equivalent approved by a State's department of education or a recognized accrediting organization and one year of satisfactory full-time experience in computer maintenance or repair, mainframe and/or mini computer operations, software or technical support; and

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Qualification Requirements (continued)

2. Education and/or experience equivalent to "1" above. However, all candidates must have a four-year high school diploma or its educational equivalent. Education above the high school level may be substituted for experience described in "1" above at a rate of 30 semester credits from an accredited college, including or supplemented by 6 semester credits in mainframe and/or mini computer operations or a computer related field of study, for six months of experience. Graduation from an approved technical school with a specialization in mainframe or mini computer operations or a certified technical training program in computer maintenance and repair may be substituted for up to three months of the experience described in "1" above.

Special Note for Assignment Level III

To be eligible for placement in Assignment Level III individuals must have, in addition to meeting the minimum requirements, at least three additional years of full-time experience listed in "1" above, including one year of supervisory and/or computer related consultative experience.

License Requirement

A motor vehicle Driver License valid in the State of New York is required for those positions requiring the operation a motor vehicle in the normal course of daily assignments. This license must be maintained for the duration of employment.

Direct Lines of Promotion

None. This position is classified in the Non-Competitive Class.