

SOFTWARE SPECIALIST (CCBET)

DISTINGUISHING FEATURES OF THE CLASS:

This is a highly technical position with responsibility for all phases of operation of the networked personal computers on the college campus. Responsibilities include independently performing identification, procurement, installation, documentation, routine maintenance and training related to the hardware and software resources utilized on the campus computer network. The incumbent can expect to provide technical direction and assistance on a wide variety of computing issues to the college community. Work is performed under the supervision of the Director of Information Systems and the position is based in the CCBET (Center for Computer Based Education and Training) program of Dutchess Community College. Technical supervision may be exercised over the work of others.

TYPICAL WORK ACTIVITIES:

1. Responds to all user inquiries relating to the usage of network software/hardware resources;
2. Installs, configures and manages access to software within the network environment;
3. Installs, configures and maintains microcomputer and network related hardware;
4. Develops and implements training programs on the use of various hardware and software resources for the college community;
5. Evaluates software and hardware requirements of the campus computing environment and recommends resources that will meet those requirements;
6. Evaluates existing programs and systems and plans for future growth and upgrading;
7. Performs all necessary programming functions, including coding, testing, debugging and documenting;
8. Maintains documentation as required, including documentation for commercial software packages, installation procedures and configurations of all installed software and hardware;
9. May assume responsibility for network management activities in absence of supervisor performing duties such as allocation of network resources, creation of network accounts, alteration of automated procedures, etc.;
10. Performs maintenance and repairs on equipment and systems, and contacts vendors for service as necessary;
11. Oversees work and provides technical assistance to other staff;
12. Does related work as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of the current principles, practices, methods, capabilities, limitations and techniques of microcomputer network computing; good knowledge of programming concepts for microcomputer software packages; good knowledge of the most current hardware and software resources applicable to network computing; good knowledge of mainstream microcomputer operating systems; ability to learn and utilize a variety of computer operating systems and programming languages as necessary or required; ability to present ideas clearly and concisely, both orally and in writing; ability to develop instructional materials and conduct in-service training courses; ability to establish and maintain effective working relationships; ability to provide technical direction to others and to coordinate the completion of technical projects; tact; courtesy; physical condition commensurate with the demands of the position.

SOFTWARE SPECIALIST (CCBET) (Cont'd)

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 or university with a Bachelor's degree in data processing or a related field AND two (2) years of full-time work experience which primarily involved the installation and full support of microcomputer and LAN systems, and also involved programming;
- OR: (B) Graduation from a regionally accredited or New York State registered college or university with an Associate's degree in data processing or a related field AND four (4) years of full-time work experience which primarily involved the installation and full support of microcomputer and LAN systems, and also involved programming;
- OR: (C) Six (6) years of full-time work experience which primarily involved the installation and full support of microcomputer and LAN systems, and also involved programming;
- OR: (D) An equivalent combination of training and experience as indicated in (A), (B) and (C) above.

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ADOPTED: 01/26/87

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