DISTINGUISHING FEATURES OF THE CLASS:

This is a highly specialized position designed to fully support stand-alone and networked software applications. The incumbent works with users to ascertain software and programming needs, and develops appropriate applications, or recommends new systems to meet such needs. The incumbent installs, configures, documents, and supports such systems. The position is also responsible for developing training programs to facilitate optimal use of software systems, and to develop appropriate evaluation procedures to measure software performance. The incumbent also provides direct user support as required. Work is performed under the general direction of higher level staff with considerable leeway in carrying out day-to-day operations. Supervision of others is not a normal function of the position.

TYPICAL WORK ACTIVITIES:

The following is indicative of the level and types of activities performed by incumbents in this title. It is not meant to be all inclusive and does not preclude a supervisor from assigning activities not listed which could reasonably be expected to be performed by an employee in this title.

1. Develops and maintains standards and procedures related to application system design, software and data conversion, system installation and integration, system configuration, security implementation, and programming methods;
2. Consults with users in all phases of application program development and/or system implementation, establishing input/output requirements, workflows, format and generation of reports, manipulation and distribution of data;
3. Identifies appropriate logic, design, and procedures required to create and implement software systems as requested by users;
4. Performs installation and upgrade of application software systems and system support software on servers and workstations;
5. Performs installation, customization, configuration, and programming of application software, including integration with other software systems;
6. Uses database tools to query databases, perform data manipulation, and uses data to create reports and present information to staff and users;
7. Provides ongoing technical assistance to information technology / computer center staff and systems users;
8. Develops and participates in programs for training staff in the use of software programs or recommends appropriate training options;
9. Evaluates existing operating system and application software, recommending changes and improvements when appropriate;
10. Establishes and maintains procedures to collect, evaluate, and modify application software performance;
11. Consults with supervisor on technical matters and in scheduling and prioritizing projects;

12. Works with other information technology / computer center staff on technical matters, project tasks, and user support;
13. Maintains technical reference materials and other records;
14. Provides support in other areas, such as initial setup, software maintenance, operating system or network support.

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES:

Thorough knowledge of the principles, practices, methods, capabilities, limitations and techniques of stand-alone and networked microcomputer and server systems; thorough knowledge of mainstream application software programs; thorough knowledge of mainstream computer operating systems; good knowledge of mainstream database systems and the tools and techniques to interface with them; working knowledge of computer hardware and networks; good knowledge of data center operations including system configuration, management, backup and recovery; ability to quickly learn and evaluate new software along with related hardware and peripherals; ability to communicate, both orally and in writing; ability to develop instructional materials and conduct in-service training courses; ability to establish and maintain effective working relationships; Personal characteristics necessary to perform the duties of the position; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

EITHER: (A)   Bachelor's degree in computer science, information systems, information technology, or a closely related field, AND two (2) years of recent full-time paid work experience directly designing, installing, configuring, and supporting enterprise client/server software systems, which primarily involved analyzing client requirements, designing solutions and systems, configuring and implementing application software, creating utility programs or scripts, managing and securing server operating systems, managing and securing application software, and supporting clients in a networked enterprise environment using Microsoft Windows;

OR: (B)   Associate's degree in computer science, information systems, information technology, or a closely related field, AND four (4) years of full-time work experience as described in (A);

OR: (C)   Bachelor's degree in any field AND four (4) years of recent full-time paid work experience as described in (A) above;

OR: (D)   Associate's degree in any field AND six (6) years of recent full-time paid work experience as described in (A) above;

OR: (E)   An equivalent combination of training and experience as indicated in (A) and (D) above.

NOTE: Recent work experience is defined as work occurring within the ten (10) years immediately prior to the date of application.

NOTE: Qualifying work experience directly designing, installing, configuring, and supporting enterprise client/server software systems includes activities related to learning client business processes, gathering client user requirements, designing logical procedures and workflows, installing enterprise class system and application software, configuring software as necessary to meet client needs, implementing appropriate administrative and technical security controls for the system and application software, developing project, user, and system documentation, and providing support and troubleshooting for client users. Installing and configuring PC client software (e.g., Microsoft Office), supporting user databases (e.g., Microsoft Access), imaging PCs, or maintaining pre-configured servers or systems managed by a third-party will NOT be considered as qualifying experience.

NOTE: Your degree or college credit 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.

SPECIAL REQUIREMENTS:

Possession of a valid driver license to operate a motor vehicle in New York State at time of application and to maintain the position.

COUNTY USE ONLY:

BARGANING UNIT/GRADE: CSEA 18		JURISDICTIONAL CLASSIFICATION: Competitive	
EEO Category:	FLSA Code: Exempt	WC Code:	NYSLRS Job Code:
REVISION HISTORY: 10/23/18, 4/7/23			