

Jurisdiction: City of Ithaca
Jurisdictional Class: Competitive
Adopted: 09/13/01
Revised: 01/05/05, 05/06/09, 04/03/19
Title changed from Network Integration Specialist: 11/17/21

INFORMATION SYSTEMS DESKTOP SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: This position is responsible for providing technical support for the computer hardware and software maintained by the City of Ithaca, and for assisting with data networking activities. The incumbent is also responsible for training and assisting City staff in the use of City computer systems. The position is distinguished from that of User Support Analyst in that it requires a working knowledge of data networking equipment and protocols in addition to mastery of the desktop computing environment. The work is performed under the general supervision of the Information Systems Manager with latitude allowed for the exercise of independent technical judgment in the performance of the work. Does related work as required.

TYPICAL WORK ACTIVITIES:

Provides technical support to City staff using City computer systems;
Trains City staff in the use of City software, including word-processing, database, spreadsheet and electronic mail software;
Provides Help Desk support for computer users for hardware and software;
Installs, customizes and tests desktop and mobile computing equipment, printers and scanners;
Installs, configures, tests and troubleshoots network, telecommunication and audiovisual equipment;
Communicates with vendors and other technical support personnel to aid in the solution of problems regarding desktop hardware and software;
Evaluates desktop computer hardware, software, services and supplies by determining user requirements, performing product and cost analyses, acquiring vendor information and product details, and developing and submitting equipment proposals;
Maintains case notes via Help Desk software;
Updates and maintains equipment inventory data;
Arranges for the purchase, delivery and disposal of computing and peripheral equipment;
Keeps professional skills updated and consistent with current networking and desktop computing technology.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, PERSONAL CHARACTERISTICS:

Good technical knowledge of Windows and Mac/Apple operating systems; good technical knowledge of desktop computer hardware and peripheral equipment; good technical knowledge of software, including word-processing, database, spreadsheet, electronic mail, and networking software; working knowledge of network data communications hardware and protocols; working knowledge of network resources, including printers, scanners and audiovisual equipment; working knowledge of network security protocols, including installation of software patches and updates, and anti-virus/anti-spam software; strong skills in desktop computer troubleshooting and repair; 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 and train others in the use of computers and computer software; ability to analyze and solve problems relating to desktop computer operations; ability to successfully work with and serve a diverse local community; versatility; reliability; physical condition commensurate with the demands of the position.

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MINIMUM QUALIFICATIONS:

- A. Graduation from a NYS registered or regionally accredited college with a Bachelor's Degree in Computer Science, Information Systems, Network Engineering or a closely related field with similar course curriculum; or
- B. Graduation from a NYS registered or regionally accredited college with an Associate'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, as a computer support specialist, network support specialist, microcomputer technician or equivalent position providing technical desktop computer and/or network support; or
- C. Graduation from high school or possession of a high school equivalency diploma AND two (2) years of full-time paid experience, or its part-time paid equivalent, as a computer support specialist, network support specialist, microcomputer technician or equivalent position providing technical desktop computer and/or network support; or
- D. Any equivalent combination of training and experience as defined by the limits of (A), (B) and (C).