

[Go Back](#)**NASSAU COUNTY****Title : INFORMATION TECHNOLOGY
AIDE I****SCHOOL DISTRICTS****Code: 030245 BVN****CLASS SPECIFICATION****Page : 1 of 2****Competitive****GENERAL STATEMENT OF DUTIES**

Aids in installing and maintaining computer workstations; assists in initial diagnosis of computer workstation problems; performs related duties as required.

COMPLEXITY OF DUTIES

Under general supervision, the duties are technical and require the use of judgment. This position differs from the Information Technology Aide II in that incumbents diagnose only first-level personal computer (PC)/workstation problems and begin learning and assisting in network maintenance.

TYPICAL DUTIES

- * 1. Aids in maintaining stand-alone or networked PCs/workstations.
- * 2. Assists in first-line diagnosis and troubleshooting of PC/workstation problems.
- * 3. Aids in installing, implementing, and supporting computer network operating systems, as well as system utilities.
- * 4. Assists in the proper use of PC/workstation or desktop hardware and related peripheral equipment.
- * 5. Aids in installing and upgrading various computer network operating systems.
- * 6. Assists in supporting applications and installing them onto PCs/workstations.
- * 7. Refers more complex problems to appropriate personnel.
- * 8. Assists in installing system and application software, upgrades, and utility packages.
- * 9. Assists in installing and testing industry standard PC application software.
- * 10. Assists in ensuring safe and clean operating environment.
- * 11. Performs minor adjustments on computer hardware.
- * 12. Assists in demonstrating proper operation of computer and peripheral equipment.
- 13. Monitors hardware, software, and parts inventory.
- 14. Assists in monitoring internet availability on all PCs/workstations.

TYPICAL ESSENTIAL FUNCTIONS*FULL PERFORMANCE KNOWLEDGES, SKILLS, AND ABILITIES**

1. Knowledge of word processing, spreadsheet, database, graphics, presentation, and desktop publishing software used in PCs.
2. Knowledge of the principles, practices, and procedures involved with computer networks.
3. Knowledge of installation and maintenance of PC operating systems and application software.

4. Knowledge of first-line diagnosing/troubleshooting of computer problems relating to software packages and basic hardware issues.

FULL PERFORMANCE KNOWLEDGES, SKILLS, AND ABILITIES (continued)

5. Ability to analyze and resolve computer network systems software problems.
6. Ability to use internet browsers.
7. Ability to express oneself effectively, both orally and in writing.
8. Ability to establish and maintain effective working relationships with associates and end-users.

MINIMUM QUALIFICATIONS**Training and Experience**

Graduation from high school

and

One year of satisfactory, paid experience installing and maintaining applications, computers, computer networks, or supporting or training the users.

- NOTE:** 1. Completion of one year (thirty credits) of education at a regionally accredited or New York State registered college or university, including six credits in the computer field, may be substituted for the above-mentioned experience.
2. Possession of a certificate in a networking/personal computer-related field validated by one of the major computer hardware/software vendors, certification institutions, or from a public or commercial school registered by the New York State Department of Education, or an out-of-state branch of that school, may be substituted for the above-mentioned experience.

Necessary Special Requirement

Continuing possession of an appropriate class, valid Driver's License issued by the State of New York may be required

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