NASSAU COUNTY

SCHOOL DISTRICTS
CLASS SPECIFICATION

Title : **INFORMATION TECHNOLOGY**
          AIDE II
Code: **030255 BVX**
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Competitive

GENERAL STATEMENT OF DUTIES
Assists in maintaining computer networks and their operating systems; performs 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 I in that incumbents diagnose a broader range of personal computer (PC)/workstation problems, and assist in maintaining networks, and from the Specialist I in that incumbents refer PC/workstation problems that are too difficult for the Aide II, and assists the Specialist I in maintaining networks.

TYPICAL DUTIES
*   1. Assists in maintaining computer networks and their operating systems.
*   2. Performs first-line diagnosis and troubleshooting of PC/workstation problems.
*   3. Assists in installing, implementing, and supporting computer network operating systems, as well as system management applications; may assist in data retrieval.
*   4. Instructs in the proper use of PC/workstation or desktop hardware and related peripheral equipment.
*   5. Assists in installing and upgrading various computer network operating systems.
*   6. Assists in supporting applications and installing them onto PCs/workstations and their networks.
*   7. Refers 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 diagnosing and repairing PC hardware and equipment.
   11. Monitors PC hardware, software, and parts inventory.
   12. Monitors and diagnoses internet availability on all PCs/workstations.

*TYPICAL ESSENTIAL FUNCTIONS

FULL PERFORMANCE KNOWLEDGES, SKILLS, AND ABILITIES
1. Considerable 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 the various applications and other software required to maintain computer network systems.

FULL PERFORMANCE KNOWLEDGES, SKILLS, AND ABILITIES (continued)

5. Knowledge of computer network systems configuration.
6. Knowledge of the principles and practices of computer operation, maintenance, and repair.
7. Ability to install, monitor, and maintain computer network systems software products.
8. Ability to use internet browsers.
9. Ability to establish and maintain effective working relationships with associates and end-users.

MINIMUM QUALIFICATION
Training and Experience
Graduation from high school
and
Two years of satisfactory, paid experience installing and maintaining applications, computers, computer networks, or supporting or training the users.

NOTE: 1. Completion of one year (30 credits) of education at a regionally accredited or New York State registered college or university, may be substituted for the above-mentioned experience on a year-for-year basis. For each year, the 30 credits must have included at least six (6) credits in a computer field.
2. Possession of a certificate in a networking/personal computer-related field validated by one of the major personal 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 one year of the above-mentioned experience on a one-certificate-for-each-year basis.

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