

DEPARTMENT: NIAGARA COUNTY
CLASSIFICATION: COMPETITIVE
APPROVED: NOVEMBER 26, 2018

INFORMATION TECHNOLOGY TECHNICIAN

DISTINGUISHING FEATURES OF THE CLASS: This position involves responsibility for providing a variety of technical services relative to a municipality's information technology needs. The incumbent plans, develops, and maintains websites, content management, analytics, social media, email systems, provides training and other support services for computer users and performs computer programming. The work is performed under the general supervision of the Director of Information Technology with leeway allowed to exercise independent judgment in carrying out the details of the work. Does related work as required.

TYPICAL WORK ACTIVITIES:

1. Researches a municipality's website needs and uses website development software to plan, develop, secure and maintain websites including websites providing for e-commerce and the secure exchanges of monies and the access of databases;
2. Uses a personal computer to provide writing, photography and design services for websites and trains others to plan, develop and implement web pages;
3. Maintains and administers e-mail systems including adding, managing, and maintaining individual employee mailboxes, backing up and restoring data when necessary, supporting email retention system and providing user training;
4. Monitors and manages websites, social media, e-mail, and email retention system usage and provides analytics;
5. Develops the logic of computer programming, writes program instructions (code), prepares tests and debugs the program code, develops program and user instructions, and performs other computer programming tasks;
6. Identifies training needs of computer users, selects training methods to be used, develops or reviews training manuals and provides training for computer users either on a one to one or classroom basis including training in the use of computer hardware/software and in depth support for specific software applications;
7. Consults with computer users, analyzes business processes and systems, develops flowcharts and other documentation, writes program instructions and tests programs;
8. Plans, organizes and controls the activities of a computer center including evaluating and coordinating new applications or modifications; and monitoring the development and implementation of application systems;
9. Provides first line diagnostic services for computer software problems;
10. Refers more complex computer hardware and network connectivity problems to an appropriate technician and follows up to ensure problems have been resolved;
11. Manages information technology projects as required including assigning tasks to other personnel, providing technical guidance and assistance and preparing workload and progress reports;
12. Creates and maintains a variety of records and reports relative to the work performed.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES, & PERSONAL CHARACTERISTICS:

Good knowledge of modern methods used to plan, develop and maintain websites and e-mail systems; good knowledge of modern software and programming languages used to develop and maintain websites and e-mail systems; good knowledge of computer software utilized by municipal departments; good knowledge of equipment associated with a local area network; good knowledge of modern methods of computer programming; working knowledge of the goals and objectives of municipal departments; working knowledge of modern training methods; working knowledge of project management; skill in operating a micro-computer keyboard; ability to plan, develop and maintain websites, e-mail, and email retention systems; ability to train others; ability to develop, implement and test computer programs; ability to manage information technology projects; ability to understand and interpret complex verbal instructions and/or written directions; ability to analyze and organize data and prepare records and reports; ability to perform close, detail work involving considerable visual effort and concentration; ability to communicate effectively both verbally and in writing; ability to establish and maintain effective working relationships with others; physical condition commensurate with the demands of the position.

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INFORMATION TECHNOLOGY TECHNICIAN CONTINUED

SUGGESTED PROMOTIONAL QUALIFICATIONS:

Four (4) years of permanent competitive status as a Computer Programmer in the Niagara County Information Technology Department.

MINIMUM QUALIFICATIONS:

1. Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with an Associate's degree or higher in computer information systems, management information systems, computer science or closely related field and two (2) years full-time paid experience in the following: website development, programming and maintenance; creating/maintaining databases, reports and forms; and email system administration; OR
2. Graduation from high school or possession of an equivalency diploma and four (4) years of the experience stated in 1; OR
3. An equivalent combination of training and experience as defined by the limits of 1 and 2.

NOTES:

1. Successful completion of a course of study or certification offered by a technical training institute, college or a corporate training program may be substituted for the credit hours in college-level computer science, computer information systems, or a closely related field; or for one (1) year of appropriate experience, if the following conditions are met:
 - a. The course of training involves learning the fundamental aspects of either web design development, computer programming, systems analysis, telecommunications systems, LAN/WAN system configuration or a similar course with technical emphasis on the operation of a connected computer system.
 - b. The candidate provides an official description of the coursework and evidence that it was successfully completed.
2. Coursework in the use of specific programs such as WORD, EXCEL or ACCESS and data entry is not acceptable.