

**COMPETITIVE  
BRACKET \$37,500 - \$52,733 - RHA  
BRACKET 18 – City of Rochester  
0774**

## **COMPUTER COMMUNICATIONS TECHNICIAN**

**DISTINGUISHING FEATURES OF THE CLASS:** This is a technical position with responsibility for creating and maintaining user access to automated networks including: telecommunications, library systems, and other specialized networks, and providing technical assistance as needed. General supervision is received from higher level personnel. Employees are on call seven days a week. Related work is performed as required.

### **TYPICAL WORK ACTIVITIES:**

Provides technical assistance and responds to user questions about network and personal computer operations;  
Creates user access to networks, establishes network security access based on predefined guidelines, and resolves basic connectivity problems;  
Identifies, diagnoses and solves user network, telecommunications and other software and hardware problems, including production halts, printer problems and other network malfunctions;  
Refers problems or consults with contractors or vendors, as needed;  
Staffs helpdesk and responds to user questions about network and other hardware and software systems;  
Installs, configures and customizes a variety of network and other hardware and software systems, often at remote sites;  
Establishes network security access based on predefined guidelines;  
Manages, designs, and maintains website and intranet (RHA only);  
Maintains web filter and user profiles to monitor/limit web access (RHA only);  
Monitors and troubleshoots network, hardware, and phone line problems and notifies users of their status;  
Evaluates networks and recommends improvements;  
Tests or helps test hardware and software;  
Researches and recommends new hardware and software;  
Sets up, maintains and explains user accounts, such as e-mail;  
Reads and understands manuals and technical materials;  
Trains users and information systems staff on network access and personal computer software;  
Keeps informed of new network trends, technologies and developments;  
Monitors network performance and maintains records of system activities;  
May write Requests for Proposals (RFPs) and contracts for services, negotiating the scope of the work and monitoring contractor work.

### **ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES:**

Knowledge of personal computer operating systems and peripherals;  
Knowledge of website design (RHA only);  
Ability to think logically and creatively;  
Ability to install software on a personal computer;  
Ability to analyze, diagnose and solve computer operation and/or system problems;  
Ability to maintain records;  
Ability to read and understand technical materials;  
Ability to identify and understand user needs and problems;  
Ability to establish and maintain effective working relationships with others;  
Ability to communicate orally, explaining technical information to non-technical individuals;

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### **ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (Continued):**

Ability to communicate in writing;

Ability to work independently, managing time and meeting deadlines.

### **FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES:**

Entry level KSA's **PLUS:**

Knowledge of the Monroe County library systems' computerized, integrated library system (Library only);

Knowledge of network hardware and software;

Knowledge of telecommunications systems;

Knowledge of administrative and safety policies and procedures;

Knowledge of security standards and procedures;

Knowledge of network sites;

Knowledge of network operating systems;

Knowledge of file design;

Knowledge of data storage, backup, and recovery procedures.

### **MINIMUM QUALIFICATIONS:**

High school diploma or GED

**AND**

(A) Bachelor's or Associate's degree in Computer Science (or a closely related field) **AND** two (2) years work experience supporting or maintaining computer systems, through troubleshooting user problems.

**OR**

(B) Three (3) years of work experience as stated in (A).

### **SPECIAL REQUIREMENT:**

A valid New York State Class D driver's license is required at time of appointment. This license must be maintained throughout appointment to this title.

**If appointed to Rochester Housing Authority** – Possession of a Microsoft Network Administration Certificate within eighteen (18) months of appointment.

**ADOPTED: JULY 25, 1991**

**REVISED: MAY 28, 2003**

**REVISED: SEPTEMBER 17, 2009**

**REVISED: APRIL 15, 2010**

**REVISED: MAY 17, 2012**