

PLEASE POST

#2025-22

JOB OPENING

TITLE: SENIOR MICROCOMPUTER TECHNICAL SUPPORT SPECIALIST
(Competitive/Permanent)

DEPARTMENT: Information Technology and Records Management

SALARY: Pursuant to the TCEA Collective Bargaining Agreement

SHIFT: Monday through Friday, 8:00 am - 3:30 pm

DATE: January 29, 2025

DISTINGUISHING FEATURES OF THE CLASS

The work involves performing more complex specialized work in the design, development and implementation of computer applications and local area network operating systems. Expertise is required in installing, customizing and maintaining vendor supplied operating systems and application software for Local Area Networks. Knowledge is also required about dial-up communications and supported communications software packages. Direct supervision is received from an Information Services Administrator of higher rank with leeway allowed for the exercise of independent judgment. Incumbent may act as a team leader and supervise a small team of technical support staff when required.

TYPICAL WORK ACTIVITIES

Designs, develops and implements local area networks and their operating systems;
Directs the installation, customization and maintenance of vendor supplied software for LAN's operations;
Generates and maintains LAN operating systems;
Coordinates ongoing LAN's, WAN's and telecommunications network operations;
Prepares charts, tables and diagrams to assist in analyzing LAN's problems;
Advises training staff and LAN Administrator and operator training programs;
Assists in the training and instruction in LAN operating systems and Token Ring systems;
Analyzes, defines and designs requirement statements for dial-up communications;
Studies and evaluates new methods, procedures hardware and software to determine adaptability to LAN/WAN technology and provide recommendations;
Schedules staff to insure proper operation of a wide are and telecommunication networks.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS

Thorough knowledge of the principles and techniques involved in mainframe to personal computer data transfer; thorough knowledge of both mainframe and personal computer operating systems; thorough knowledge of local area, wide area, and telecommunication network topologies and operating systems; good knowledge of systems analysis concepts; ability to plan, direct and supervise a small staff of subordinate employees; ability to communicate clearly both orally and in writing; ability to work well with others; possess logical reasoning and sound judgment; initiative and resourcefulness; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS

- a. Graduation from a regionally accredited or New York State registered four (4) year college or university with a Bachelor's degree and three (3) years of experience in data processing which included at least one (1) year of experience in programming and/or maintenance of vendor supplied operating software and one (1)

- year of experience in the installation and maintenance of LAN operating systems; OR
- b. Graduation from a regionally accredited or New York State registered two (2) or four (4) year college or university with an Associates degree in Data Processing, Computer Science, Business Administration or related field and five (5) years of experience in data processing which included at least one (1) year of experience in programming and/or maintenance of vendor supplied operating software, and one (1) year of experience in the installation and maintenance of LAN operating systems; OR
 - c. Graduation from high school or possession of a high school equivalency diploma and seven (7) years of experience in data processing which included at least one (1) year of experience in programming and/or maintenance of vendor supplied operating software, and one (1) year of experience in the installation and maintenance of LAN operating systems; OR
 - d. An equivalent combination of training and experience as defined by the limits of (a.), (b.) and (c.).

NOTE: Verifiable part-time and/or volunteer experience will be pro-rated toward meeting full-time experience requirements.

THIS NOTICE IS POSTED IN COMPLIANCE WITH THE COLLECTIVE BARGAINING AGREEMENT BETWEEN THE TOWN OF CHEEKTOWAGA AND THE TOWN OF CHEEKTOWAGA EMPLOYEES ASSOCIATION AND SHALL REMAIN POSTED FOR A PERIOD OF EIGHT (8) WORKING DAYS. PLEASE SUBMIT AN ORIGINAL BID APPLICATION ADDRESSED TO THE PERSONNEL DEPARTMENT AND A COPY OF THE SAME TO THE DIRECTOR OF THE DEPARTMENT OF INFORMATION TECHNOLOGY AND RECORDS MANAGEMENT (Lisa-Marie Bolognese), AND THE PRESIDENT OF THE TOWN OF CHEEKTOWAGA EMPLOYEES ASSOCIATION (Greg Magnuszewski).