

SOFTWARE SUPPORT LIAISON

JOB CODE: 3093
Location: Tioga County Information Technology & Communication Services Department
Classification: Competitive
Salary: Management/Confidential
Adopted: 7/02; Revised 6/06, 01/20, 03/22; Tioga Co. Personnel & Civil Service

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for assisting and supporting the software applications of various Departments. The incumbent will act as a liaison to coordinate the effective use and functioning of specialized software applications to meet administrative needs and goals. Work is performed under the general direction of the Chief Information Officer, with considerable leeway allowed for the use of independent judgement. Supervision is not a function of this position. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

- Acts as a liaison between departments and software vendors to coordinate the set-up, installation, and maintenance of each software application;
- Consults with users on all phases of the software applications and refers unresolved problems to appropriate vendor;
- Creates and runs queries for the generation of reports for end users as requested;
- Reviews invoices and contracts for the purchase of new software and makes recommendations to the Chief Information Officer;
- Assists staff and individual end users in the use of software and provides training as necessary to new employees or for application updates/upgrades;
- Acts as a liaison between various Departments and the Information Technology & Communication Services Department's helpdesk to resolve software, hardware and network issues;
- Converts and transfers data from various sources to be utilized by end users;
- Attends meetings as required;
- Prepares and submits required/appropriate reports.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES & PERSONAL CHARACTERISTICS: Good knowledge of computer hardware and software, including its capabilities and applications; skill in the operation of computers; good technical ability; ability to plan and organize the implementation of projects; ability to gather and analyze information and draw logical conclusions; ability to establish effective working relationships with others; ability to communicate effectively both orally and in writing; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS (Either): Graduation from high school or possession of an equivalency diploma and EITHER:

- a. Graduation from a regionally accredited or New York State registered college or university with an Associate's degree in Computer Science or closely related field; **OR**
- b. Completion of 24 credit hours in Computer Science related course work from a regionally accredited New York State registered college or university and either:
 - I. One (1) year of full-time work experience (or its part-time equivalent) assisting users to resolving software application problems; or
 - II. Possession of related IT industry certification (such as: CompTIA A+ or Security+); **OR**
- c. Three (3) years of full-time experience (or it's part-time equivalent) in assisting users to resolve software application problems; **OR**
- d. An equivalent combination of training and experience as defined in (a), (b) and (c) above.

2. Software Support Liaison

* Due to the radical evolution of technology in this field, qualifying experience must have been gained within eight years from the date of application for employment or examination.

Special Requirement: Certain assignments made to employees in this class will require reasonable access to transportation to meet field work requirements made in the ordinary course of business in a timely and efficient manner.