

**DATE:** September 20, 2023

**TO:** **ALL COUNTY EMPLOYEES AND ELIGIBLE CANDIDATES**  
(This is a competitive class position.)

**FROM:** Alan Macaluso, Director of Information Services,  
25 South Manor Avenue, Kingston, NY 12401

**JOB VACANCY:** Technical Support Specialist II / Permanent/Provisional / Full-Time / Benefited

**LOCATION:** So Manor Complex

**SALARY:** \$37.56 / hour (Grade 17)

**FILL DATE:** October 11, 2023



**DISTINGUISHING FEATURES OF THE CLASS:** An employee in this class is responsible for providing technical support for the County's computer and telecommunications systems. The work includes the troubleshooting and configuration of personal computer and telephony hardware/software throughout the various Ulster County Departments. The incumbent also researches and provides recommendations for Information Services Management regarding personal computer hardware, application software and telephony systems. This position differs from Technical Support Specialist I in that the incumbent has a greater scope of responsibility. The work is performed under the general supervision of the Assistant Director of Information Services (Technical Support) and the Director of Information Services or a designee with wide leeway allowed in technical work details. Supervision over the work of others is not normally a responsibility of an employee in this class. Does related work as required.

**FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:** Thorough knowledge of the components, operations and maintenance of personal computers; thorough knowledge of Microsoft Windows 7 & 10 and Microsoft Office suite; good knowledge of telephony and telecommunications systems; good knowledge of Microsoft Server and Active Directory; working knowledge of Information Technology and Data Communications terminology as it relates to personal computers and local area networks; ability to work with vendors and consultants in troubleshooting and resolving technical problems; ability to read and understand technical manuals; ability to follow complex oral and written instructions; ability to prepare written reports; ability to develop technical training materials; ability to speak before groups; manual dexterity; tact; courtesy.

**MINIMUM QUALIFICATIONS:** Either:

- A. Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree in Electronics, Computer Science, Information Systems, Network Administration or a closely related field and two (2) years of work experience in providing technical support for computer hardware/software and/or telecommunications systems in a data center equivalent to that of Ulster County in complexity; **OR**
- B. Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree in Electronics, Computer Science, Information Systems, Network Administration or a closely related field and four (4) years of work experience in providing technical support for computer hardware/software and/or telecommunications systems in a data center equivalent to that of Ulster County in complexity; **OR**
- C. Graduation from high school or possession of a high school equivalency diploma and six (6) years of work experience in providing technical support for computer hardware/software and/or telecommunications systems in a data center equivalent to that of Ulster County in complexity; **OR**
- D. An equivalent combination of training and experience as defined by the limits of A, B and C above.

**Note:** When applying, you must supply sufficient information to support your claim that the complexity of the agency from which you obtained your experience is equal to that of Ulster County.

**Special Requirement:** Possession of a valid New York State Motor Vehicle Operator's license is required at time of employment and throughout employment.

**Special Requirement for appointment to Ulster County positions:** In accordance with Ulster County Legislative Local Law Number 14 of 2007 or by other State and Federal Statutes, candidates for employment to all Ulster County positions must obtain clearance for appointment from the Department of Criminal Justice Services or other mandated Federal and State regulatory authority based upon fingerprinting and a criminal history background check.

If this is an Ulster County position it will require a criminal background check and a candidate will be required to complete and sign a Criminal Background Investigation Release Form. Upon a conditional employment offer a candidate will be required to be fingerprinted accordingly.

**ULSTER COUNTY IS AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER**

All qualified applicants will receive consideration for employment without regard to age, race, color, religion, gender, creed, national origin, physical or mental disability, marital status, veteran status, disabled veteran status, or status as a member of any other protected group or activity.