

DATE: January 17, 2024

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: Help Desk Technician / Permanent/Provisional / Full-Time / Benefited

LOCATION: So. Manor Complex

SALARY: \$33.34 / hour (Grade15)

FILL DATE: February 7, 2024



DISTINGUISHING FEATURES OF THE CLASS: This position involves the responsibility for providing first line customer support assistance to component Ulster County departments and external customers using technology services supported by Ulster County Information Services(UCIS). An incumbent is responsible for providing technical assistance by telephone and/or e-mail communication by evaluating, diagnosing and trouble-shooting customer computer problems related to software packages and basic hardware issues and offering resolutions to the problems. The work is normally performed under the general supervision of an UCIS Assistant Director with leeway allowed for exercising independent judgment in carrying out the details of the work. Supervision is not a function of this class. Does related work as required.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Thorough knowledge of PC hardware and operating systems software; thorough knowledge of the operation of computers and peripheral equipment; good knowledge of Windows-based software and applications; good knowledge of diagnosing hardware and software problems; good knowledge of information technology help desk procedures, processes and practices; working knowledge of data communication network operations; ability to guide customers in the use of technology and various software packages; ability to establish effective working relationships with others; ability to solve technology related problems; ability to comprehend oral and written technical information; ability to communicate clearly both orally and in writing; customer service orientation; initiative, tact, patience, good judgment; resourcefulness; reliability; accuracy; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Either:

- A. Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree in Computer Science or a related field; **OR**
- B. Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree in Computer Science or a related field, and two (2) years of full-time, paid experience in an information processing center comparable in size and function to that of Ulster County Information Services in which the employee had responsibility for frequent user contact for purposes of user training and diagnosing and resolving user hardware and software problems; **OR**
- C. A certificate from a recognized training school showing satisfactory completion of a training course in Computer Science and three (3) years of the above experience; **OR**
- D. Graduation from high school, or possession of a high school equivalency diploma, and four (4) years of the above experience; **OR**
- E. An equivalent combination of training and experience as indicated above.

Note: For the purpose of determining a field comparable to Computer Science, the degree possessed must include, or be supplemented by, the following:

- 1. A minimum of thirty-five (35) semester credit hours in Computer Science; **AND**
- 2. A minimum of six (6) semester credit hours in Mathematics.

F COLLEGE OR UNIVERSITY EDUCATION IS INDICATED; TRANSCRIPTS ARE REQUIRED AND SHOULD BE ATTACHED TO ALL APPLICATIONS RECEIVED. A CANDIDATE LACKING THE REQUIRED TRANSCRIPTS WILL RECEIVE A CONDITIONAL APPROVAL PENDING THE RECEIPT OF TRANSCRIPT.

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.

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.