

GREENE COUNTY HUMAN RESOURCES
411 Main Street, Catskill, New York 12414
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NOTICE OF VACANCY

DEPARTMENT: INFORMATION TECHNOLOGY
JOB TITLE: SYSTEM SUPPORT TECHNICIAN
HOURLY RATE: \$27.62 (Grade 13, Step 0)
POSTING DATE: DECEMBER 20, 2024
DEADLINE: DECEMBER 27, 2024

***This is for two (2) full-time, provisional appointments.
Permanent appointment is contingent upon Civil Service examination.***

An employee in this position will help install and support personal computers, train employees in the use of computer systems, and support connections to County networks. Work is performed under the direct supervision of the Director of Information Technology with some leeway allowed to independently perform the duties of the position pursuant to well established protocols. Does related duties as required.

REQUIRED KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of Windows and Mac operating systems; Good knowledge of Microsoft Office Suite, Active Directory, and other enterprise applications; Working knowledge of networking concepts (Transmission Control Protocol/Internet Protocol, Domain Name System, Dynamic Host Configuration Protocol, etc.); Working knowledge of modern methods, principles and techniques of data processing, including networking and internetworking; Working knowledge of basic scripting for task automation (i.e. Powershell, Bash, etc); Excellent verbal and written communication skills; Strong problem-solving and analytical skills; Strong customer service skills; Skill in the use of tools and equipment used in the installation and repair of computer hardware; Ability to work independently and as part of a team; Ability to understand and interpret complex verbal instructions and/or written directions; Ability to manage multiple tasks and prioritize effectively in a fast-paced environment; Ability to establish and maintain effective working relationships with others; Commitment to maintaining a high level of confidentiality with sensitive data; Good judgment, tact and courtesy; Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma **and either:**

- A. Possession of an Associate's Degree in Computer Science, Information Technology, or a related field **and** two (2) years of experience in an IT support or help desk role;
- OR**
- B. Four (4) years of paid work experience in an IT support or help desk role;
- OR**
- C. An equivalent combination of training and experience as defined by the limits of (A) and (B) above.

NOTE: Your degree must have been awarded by a college or university accredited by a regional, national or specialized agency recognized as an accrediting agency by the U.S. Department of Education/US Secretary of Education. If your degree was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

SPECIAL REQUIREMENTS:

1. Possession of a valid New York State Driver's license is required at time of appointment and this license must be maintained throughout employment.
2. Must be able to lift and move computer equipment (up to 50 pounds).
3. May be required to work non-traditional hours, including nights and weekends, to complete critical updates and/or projects.