

CITY OF UTICA

NOTICE OF VACANCY

THE CITY OF UTICA
announces that a vacancy exists in the City of Utica for
**COMPUTER SUPPORT
TECHNICIAN**

Salary: \$50,248 - \$56,283

Classification: CSEA, Competitive Position
Membership in the NYS Retirement System is Mandatory
Eligible for Health Insurance and Dental Insurance

DISTINGUISHING FEATURES OF THE CLASS: This position is responsible for providing computer support, services, and functions across various departments. Employees in this class are responsible for providing technical support for all computer and network-related issues. In addition, employees are responsible for maintaining all computers, network switches, routers, firewalls, and other related devices. The work is performed under the general supervision of a higher-level employee, network engineer/systems administrator, or I.T. Director. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Provide support and implementation to local area networks by installing and configuring computer software, hardware, and peripheral equipment;
To diagnose and resolve software and hardware incidents, including operating systems (Windows) and across a range of software applications;
Provide steps to help our internal and external users resolve technical issues;
To take ownership of issues by carrying out problems analysis to implement temporary or permanent fixes to restore service to the user(s) as soon as possible;
Escalating incidents to other support teams where necessary;
To accurately record, update, and document requests using IT service desk system (Spiceworks) and record information in our I.T. Documentation software;
To install and configure new IT-related equipment;
To resolve incidents and upgrade different types of software and hardware;
To resolve incidents with printers, copiers, and scanners;
Image hard drives, stage and deploy new computers, maintain network functions, and repair equipment to the extent possible;
Implements the upgrading of workstation software on local area networks;
Follow and maintain the City of Utica Standard Operating Procedures, update the City of Utica's Operations Manual, maintain equipment inventory, and other policy documents to reflect any procedural, physical, or configuration changes (i.e. change control);
May install and maintain network cabling systems;
Work with higher-level technical support team to assist in the configuration of network equipment and appliances that may include firewalls, managed switches, spam filters, and content filters, and
Maintain excellent verbal communication skills with the ability to communicate effectively with technical and non-technical users at all levels in the organization.

FULL PERFORMANCE REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL

CHARACTERISTICS: Working knowledge of the use and operation of computers; working knowledge of networked computers; working knowledge of the application of various types of computer equipment; working knowledge of office terminology and procedures; working knowledge of the design of current computer systems; ability to make minor repairs to computer equipment; ability to advise and train others in computer operation and software applications; ability to follow complex oral and written instructions; ability to prepare written documentation; ability to install, maintain, and modify system software; ability to identify, locate, analyze, and solve problems; ability to learn new applications and related software; ability to instruct others in the use of computers and various software applications; ability to communicate both orally and in writing; ability to deal tactfully and professionally with a variety of people; ability to establish and maintain effective working relationships with others; ability to work independently; a physical condition that is commensurate with the position (which includes the ability to lift a minimum of 50 lbs.); mental alertness; good judgment; neatness; accuracy; tact; and courtesy.

MINIMUM QUALIFICATIONS, INCLUDING SPECIAL REQUIREMENTS:

- (A) Graduation from a regionally accredited or New York State registered two- or four-year college or university with an Associate's degree or completion of at least sixty-four (64) credit hours in Data Processing, Networking, Cybersecurity, Computer Science or closely related program and one (1) year of experience in local area network installation, maintenance, training or programming OR;
- (B) Graduation from high school or possession of a high school equivalency diploma and three (3) years of experience in local area network installation, maintenance, training or programming; OR
- (C) An equivalent combination of training and experience as defined by the limits of (A) and (B).

SPECIAL REQUIREMENT:

A valid New York State Driver's License is required.

Travel is required to provide support to any of the City of Utica locations. All locations are within the City of Utica.

Candidate must have reliable transportation and a clean driving record.

If the candidate works at the Utica Police Department additional CJIS training will be required.

Applications:

Applications should be submitted to Civil Service, Utica City Hall, 1 Kennedy Plaza, Utica, New York 13502.

For more information about this position, please call the Information Technology Department at (315) 792-0156.

This posting is for filling a position on a provisional basis, a Civil Service Exam will be scheduled in accordance with NYS Civil Service Law.

Applicants must be residents of the City of Utica.

THE CITY OF UTICA IS AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER

It is the policy of the City of Utica to provide for and promote equal opportunity in employment, compensation and other terms and conditions of employment without discrimination because of age, race, creed, color, national origin, gender, sexual orientation, disability, military status, genetic predisposition, carrier status, political affiliation or belief.

(Issued: 12/03/24)