



## NIAGARA COUNTY JOB POSTING

### OPEN TO THE PUBLIC

TITLE/POSITION #: COMMUNICATIONS TECHNICIAN/COMPUTER PROGRAMMER

PAY RATE: \$28.50 - \$33.31

DEPARTMENT/DIVISION: Information Technology

WORK LOCATION: Lockport

STATUS: Provisional

DESCRIPTION: The majority of the work involves responsibility for VoIP system administration by supporting the unified communications and related equipment/software. The incumbent installs, configures, maintains, and supports the system according to information system standards and industry best practices. Serves as part of a team responsible for maintaining a high availability VoIP communications network and related technologies that meet the organizations objectives and service levels. Provides system support to all levels of personnel in the organization. The incumbent will troubleshoot reported issues, provide the best tested solutions, interact with internal and external resources, and meet the standards and requirements of the agency in a timely manner. Maximize VoIP performance through proactive system monitoring, quickly responding to alerts, scheduling/implementing upgrades, collaborating with team members to optimize the system, efficient troubleshooting, timely reporting, and identifying opportunities for improvement. Ensures system security through policy enforcement and monitoring access. The programming work involves responsibility for creating and/or modifying computer programs. The incumbent analyzes business processes and projects proposed for computerization, and designs, modifies, tests, implements, maintains and documents appropriate software applications. The work is performed under the direct supervision of a higher-level administrator.

**Applications, Job Specifications, Job Postings & Exam  
Announcements can be found at:**

**<https://niagara-portal.mycivilservice.com/>**

Niagara County policy prohibits discrimination in employment, program activities, contracting, and procurement against any person due to such person's age, marital status, disability, genetic predisposition or carrier status, race, color, creed, sexual orientation, veterans status, national origin, or any other characteristic protected by federal or state law.

Niagara County is an Equal Opportunity Employer

MINIMUM QUALIFICATIONS:

**SUGGESTED PROMOTIONAL QUALIFICATIONS:**

**Two (2) years of permanent competitive status as a Micro Computer Coordinator or a Micro Computer Specialist in the Niagara County Department of Information Technology immediately preceding the date of the written test and must meet the open competitive qualifications.**

**MINIMUM QUALIFICATIONS:**

**Graduation from a high school or possession of an equivalency diploma AND one of the following:**

**1. Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a Bachelor's degree in management information systems, computer science, computer programming, or closely-related field and two (2) years of full-time paid experience, which involved demonstrated responsibility for voice communications systems administration / support, business process analysis, technical documentation creation, the design and development of computer programs in a 4GL programming language (object-oriented/event-driven language); OR**

**2. Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with an Associate's degree in management information systems, computer science, computer programming, or closely-related field and four (4) years of full-time paid experience, which involved demonstrated responsibility for voice communications systems administration / support, business process analysis, technical documentation creation, the design and development of computer programs in a 4GL programming language (object-oriented/event-driven language).**

**Residents outside of Niagara County are welcome to apply.**

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DATE POSTED: **08/01/2022**      DEADLINE: **08/14/2022**

**APPLY ELECTRONICALLY AT: <https://niagara-portal.mycivilservice.com/>**

**OR SUBMIT PAPER APPLICATIONS TO:**

**Niagara County Human Resources**

**111 Main Street – Suite G2, Lockport, NY 14094**

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