



NIAGARA COUNTY JOB POSTING

DATE POSTED: 6/4/24 DEADLINE: 6/17/24

POSITION TITLE/ #: Computer Technician II Health Systems #13922 (HELP Program)

POSITION CLASS: Non-Competitive

PAY RATE: \$29.46 - \$34.20 WEEKLY HOURS: 35

DEPARTMENT/DIVISION: Information Technology

WORK LOCATION: Niagara County Various Offices

POSTINGS FOR CURRENT EMPLOYEES:

If this is a competitive class position, in order to apply for transfer, you must have permanent competitive status, have completed your probationary period, and be in the same or comparable title (as determined by Civil Service) as this position. Current eligible lists will also be used to fill positions. For questions about title comparability, please contact Civil Service at 716-438-4071 or civilservice@niagaracounty.com.

STATUS FOR CURRENT EMPLOYEES: Permanent

Submit letter of interest and resume to:

NAME: Niagara County Information Technology

ADDRESS: 59 Park Avenue, Lockport, NY 14094

POSTINGS OPEN TO THE PUBLIC:

STATUS FOR PUBLIC CANDIDATES: Continuous Recruitment Posting

DESCRIPTION: For a complete job description and minimum requirements please visit:
https://niagaracounty.com/Employment/Job_Specs_for_Civil_Service_Positions.php

This is a centralized Niagara County IT position typically assigned to support the personnel, technology, and information systems in an assigned county department. The incumbent is responsible for providing technical assistance and information to users; assisting users with problems and questions concerning the use of electronic information and records systems; developing and maintaining technical specifications, user manuals, technical bulletins and other related user documentation; understanding department's business processes and looking for opportunities to enable them via the appropriate application of technology; and providing technical support and training for the organization's electronic records management system. The incumbent is involved in help-desk support duties, user support, business/systems analysis, troubleshooting wireless and broadband networks, microcomputer repair and operation, working with network administrators in a team environment, and data communications. The work involves lifecycle management such as replacement assessment, installation, maintenance, decommission, and inventory control of computing, telecommunications, and peripheral equipment.

The work requires an awareness and appropriate use of cyber hygiene principles, controls, and practices in maintaining the health of information technology systems and protecting data. The incumbent must adhere to a strict non-disclosure of information. Work is performed under the supervision of Computer Programmer and/or assigned superiors. The incumbent carries out the details of the work in accordance with established policies and procedures of Niagara County. Does related work as required.

This position is non-competitive and covered under the HELP Program. Information on the HELP Program can be found here:

<https://www.niagaracounty.com/employment/#outer-1641>

MINIMUM QUALIFICATIONS: The minimum qualifications can be found on the continuous recruitment posting here:

https://niagaracounty.com/Employment/Job_Specs_for_Civil_Service_Positions.php

SUGGESTED PROMOTIONAL QUALIFICATIONS:

Three (3) years of permanent competitive status as a Computer Technician I in addition to meeting the open-competitive qualifications.

OPEN COMPETITIVE QUALIFICATIONS:

Graduation from high school or possession of an equivalency diploma and one of the following:

1. Graduation with a Bachelor's Degree in computer science, information systems management, computer technology or related field; and one (1) year of full-time paid experience using an enterprise reporting system, providing end-user support and training, and supporting computer applications, operation and maintenance of computer equipment, which shall have involved local area network administration and the installation, maintenance and use of operation, report writing, utility software; OR
2. Graduation with an Associate's Degree in computer science, information systems management, microcomputer technology or related field and three (3) years of full-time paid experience using an enterprise reporting system, providing end-user support and training, and supporting computer applications, operation and maintenance of computer equipment, which shall have involved local area network administration and the installation, maintenance and use of operation, word processing, utility software; or
3. Graduation from high school or possession of an equivalency diploma and five (5) years of full-time paid experience using an enterprise reporting system, providing end-user support and training, and supporting computer applications, operation and maintenance of computer equipment, which shall have involved local area network administration and the installation, maintenance and use of operation, word processing, utility software.

NOTE: Degrees 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/U.S. Secretary of Education.

SPECIAL REQUIREMENT: Candidates for appointment will be required to undergo a state and national criminal history background investigation, which will include a fingerprint check to determine suitability for appointment. Candidates must possess a valid New York State Driver's license and it must be maintained throughout one's employment. Certain assignments made to employees in this class will require reasonable access to transportation to meet field work requirements made in the ordinary course of business in a timely and efficient manner. Failure to meet the standards for the background investigation may result in disqualification.

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

Applications, Job Specifications, Job Postings & Exam Announcements can be found here:
<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
Form Revised 4/4/2023