



Our Future Starts
With *you!*

POSITION: Help Desk Technician (HELPS)

DEPARTMENT: Albany County Division of Information Services

SALARY RANGE: \$54,000-\$60,000

WORK LOCATION & HOURS: 112 State Street, Albany, NY 12207 and Former St. Rose Campus, 8:30A-4:30P M-F

BENEFITS:

- ▶ Generous Paid Time-Off
- ▶ Health, Dental, Vision and Hearing
- ▶ NYS Retirement System
- ▶ Tuition Reimbursement
- ▶ Work-Life Balance
- ▶ Public Service Loan Forgiveness

DESCRIPTION:

The Help Desk Technician/Trainee is the primary contact with employees regarding repair and troubleshooting. Incumbent provides prescribed technical assistance to users via the telephone for problems that are routine in nature. Enters calls into department support call tracking database/system. Troubleshoots technical support requests to determine if problem is caused by hardware/ software, or peripheral equipment. Incumbent answers multiple line telephone in the performance of the duties. Incumbent may perform duties out of the office at user specific locations. Supervision is not a responsibility of this class. Work is performed under the general direction of Network and Systems Technicians. Does related work as required.

MINIMUM QUALIFICATIONS:

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

- A. Possession of A+ certification and six (6) months of paid experience as a computer technician; OR,
- B. Two (2) years of paid experience as a computer technician.

Please upload a resume, certification and transcripts with your application.

POINT OF CONTACT FOR INQUIRIES:

julie.carner@albanycountyny.gov

Candidates will not have to take an exam for this title. This is a Hiring Emergency Limited Placement (HELP) Program-designated title. The HELP Program is a temporary program designed to help local government employers address current staffing issues. Traditionally, the titles filled under the HELP Program required job candidates to compete in a competitive exam to be considered for employment. For the duration of the program, this title will be classified as non-competitive and categorized as a "HELP Program" position. At the close of the program, this position will revert to competitive class status. Employees occupying positions filled through the HELP Program will be granted competitive class status without the need to participate in a competitive exam.

