



Our Future Starts
With *you!*

POSITION: Senior Network and Systems Technician (HELPS)

DEPARTMENT: Albany County Division of Information Services

SALARY RANGE: \$67,500-\$75,000

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:

Incumbent in this class participates in the design, installation and maintenance of personal computers, local and wide area networks and the associated peripheral equipment. Incumbent has the responsibility for participating in the identification and correction of network and system problems. Incumbent is also involved in the receipt and distribution of new computer equipment. Incumbent in this class participates in the design, installation, documentation, and progressive maintenance/ upgrade of personal computers, servers, local and wide area networks and the associated peripheral equipment/ wiring, programs, enterprise services, and line of business applications as assigned duties require. This class differs from the Network and Systems Technician in that the Senior level performs more difficult and technical work, and may act as the lead worker on technical projects. Incumbent performs duties normal business hours or during the night and weekend as required. Work is performed under the general direction of the Technology Development Coordinator. Supervision is exercised over Network and Systems Technicians. Does related work as required.

MINIMUM QUALIFICATIONS: EITHER:

- A. Graduation from an accredited college or university with at least an Associate's Degree in Management Information Systems, Computer Science, Information Resources Management, Information Technology, or a closely related field and three (3) years of paid experience in the installation, configuration, troubleshooting and maintenance of computer systems and networks of which one (1) year was in a supervisory capacity; *OR*,
- B. Graduation from high school or possession of a high school equivalency diploma and five (5) years of paid experience in the installation, configuration, troubleshooting and maintenance of computer systems and networks of which one (1) year was in a supervisory capacity.

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

POINT OF CONTACT FOR INQUIRIES:

Julie Carner—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.

