

The **Sullivan County Division of Information Technology Services** is seeking to fill the following position:

HELP DESK/DOCUMENTATION SPECIALIST

This position serves as the initial point of contact for troubleshooting hardware and software issues within the County. The incumbent is responsible for assistance in problem recognition, research, isolation, resolution and follow-up steps. This position requires experience and understanding of the Information Systems (IS) environment. Work involves tracking equipment failures, maintaining hardware and related component inventories and performing routine software modifications. Work is performed under the supervision of the Help Desk/Documentation Coordinator, Chief Information Officer or designee with some leeway for independent judgment in resolving fewer complex problems involving the use of the help desk system.

MINIMUM QUALIFICATIONS: Either

- (A) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents with an Associate's Degree or higher in Computer Science or a related field and two (2) years of experience in the support of PC hardware and software in a large enterprise environment with personal computers and network servers, including troubleshooting and resolving problems in the areas of word processing, spreadsheets, telecommunications and electronic mail, including or supplemented by six (6) months of experience in a position involving complaint resolutions; or
- (B) Graduation from high school or possession of a high school equivalency diploma and four (4) years of experience as defined in (A) above, including or supplemented by six (6) months of experience in a position involving complaint resolutions; or
- (C) An equivalent combination of training and experience as described in (A) and (B) above.

SPECIAL REQUIREMENTS FOR APPOINTMENT: Must possess and maintain a valid driver's license; ability to safely lift and carry fifty (50) pounds.

SALARY: Entry: \$46,275.00 **Full:** \$48,710.00

TO APPLY ONLINE, visit: <https://sullivan-portal.mycivilservice.com/cr>

This is a competitive class position subject to Civil Service Examination.

EEO/AA Employer

M/F/D/V