

ADMINISTRATIVE AIDE (IT HELP DESK)
CHAUTAUQUA COUNTY GOVERNMENT - INFORMATION SERVICES

SALARY RANGE: \$22.94 - \$29.52/HOUR + BENEFITS

Chautauqua County's Information Services Department is seeking to fill an Administrative Aide (IT Help Desk) position in the Mayville, NY office. This position is Full-Time @ 40 hours/week (8:00 AM – 4:30 PM), Monday through Friday. Beginning salary is \$22.94/hour plus benefits. An Administrative Aide (IT Help Desk) is primarily responsible to act as the departmental contact person for all initial inquiries for computer-related questions and technical assistance sought from the Information Technology Department personnel. The work involves responsibility for providing supportive and problem resolution services to all computer users within the agency. The work involves troubleshooting computer hardware/software problems and providing resolution or referral as appropriate. The work is performed in accordance with policies outlined by the department head permitting the employee considerable latitude for the exercise of independent judgment. Does related work as required.

Typical Work Activities:

- Answer the Help Desk line and assists users with problem determination and resolution;
- Investigates hardware and operational problems, correcting those within scope of knowledge and ability and refers more difficult problems to appropriate staff;
- Gathers appropriate information and logs and tracks all calls into Help Desk system for further review by technical staff;
- Creates help desk tickets and issues service alerts to technician's schedules;
- Creates purchase orders and requisitions;
- Receives deliveries and follows purchasing policies and procedures related to IT purchases;
- Administers and prepares monthly reports related to all IT contracts;
- Keeps the staff calendar up to date;
- Assists the supervisor as needed with direct communications and schedules as necessary;
- Performs basic data analysis, creates documents, spreadsheets and reports as necessary;
- Performs internet research as required;
- Tracks all Software Licensing;
- Processes department time and attendance for submission to payroll processing;
- May fill in for the mailroom attendant or the courier in their absence, as needed.

This position is being filled on a provisional basis pending the outcome of a future dated Civil Service examination for this title. An incumbent will be chosen from approved applications received.

Chautauqua County offers a comprehensive benefits package which includes:

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| - Health Insurance (including Dental & Vision plan) | - 13 Paid Holidays |
| - Health Savings Account (partially funded by the County) | - Vacation & Sick Time |
| - Flex Spending Account | - Personal Days |
| - NYSLERS Pension | - NYS Deferred Compensation |
| - Eligible for Federal Public Service Loan Forgiveness | - Wellness Program |

Minimum Qualifications: Open Competitive - Graduation from high school or possession of a high school equivalency diploma and either:

- A. Graduation from a regionally accredited or New York State registered college, university or technical school with an Associate's degree in computer science, computer information systems or a closely related computer field;
OR
- B. Successful completion of 60 semester credit hours from a regionally accredited or New York State registered college, university or technical school which must have included eighteen (18) semester credit hours in management information systems, computer science, information technology or a closely related computer field;
OR
- C. Successful completion of a certification program in hardware repair, networking or a computer-related field from a regionally accredited or New York State registered college or technical school and one (1) year of full-time paid experience in computer systems support, network administration or information systems management; OR
- D. Two (2) years of experience as listed in C above. Possession of a certification in hardware repair, networking or a computer-related field from a technical school within five (5) years of application may be substituted for one (1) year of experience.