

**PROMOTIONAL OPPORTUNITY\* FOR CURRENT CHAUTAUQUA COUNTY EMPLOYEES ONLY!!!**

**SENIOR PERSONAL COMPUTER SPECIALIST  
CHAUTAUQUA COUNTY DEPARTMENT OF INFORMATION TECHNOLOGY SERVICES  
Salary Range: \$31.68 - \$41.80/Hour + Benefits @ 40 hours/Week**

The Chautauqua County Department of Information Technology Services is accepting applications for the title of Senior Personal Computer Specialist to work in the County Jail in Mayville. This is difficult technical work involving the more complex installation and usage issues encountered by an agency in supporting personal computer hardware and software and networks. Work performed is under the general supervision of an information services director or computer technician of higher rank with wide leeway allowed for the exercise of independent judgment in tasks performed. Supervision may be exercised over the work of computer technicians of lesser rank. Does related work as required.

**Typical Work Activities:**

- Studies and works out solutions to complex technical computer and networking issues, including assistance with future network design strategies in conjunction with the information services director;
- Consults with divisions/departments to plan and implement system changes;
- Recommends hardware and software for projects to meet needs, in concert with the agency's overall networking strategy;
- Oversees prioritization of users' requests for service and/or emergency network issues;
- Troubleshoots and installs personal computer hardware, software and networks in user departments;
- Instructs users in the more complex operations of personal computer hardware, software and networks;
- Monitors customer requests and customer service responses to ensure timely service;
- Makes repairs to equipment;
- May represent the department/division director at meetings as assigned;
- Configures network servers and network switches and interfaces personal computers to networks;
- Monitors help desk calls and plans for appropriate training to assist users with overcoming persistent problems;
- Monitors network activity and provides recommendations for optimization of resources;
- May act as lead technician over technical staff in the prioritization of tasks and resource scheduling.

This position is being filled on a provisional basis pending the outcome of a future dated Civil Service examination for this title.

**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      |
| - Personal Days   |                             |
| - NYSLERS Pension   | - NYS Deferred Compensation |
| - Eligible for Federal Public Service Loan Forgiveness    | - Wellness Program          |

**\*Minimum Qualifications:** Candidates must be currently employed by Chautauqua County Government permanent in the following title(s) within the department of Information Technology Services and held such qualifying title(s) for the number of years as described below at the time of application **and** appointment:

Network Technician for one (1) year; OR  
Personal Computer Specialist for two (2) years.