



"History's Hometown"

CITY OF AUBURN

Civil Service Commission

Job Vacancy in the City of Auburn Technical Support Specialist – Full-Time

The City of Auburn located in Cayuga County in the beautiful Finger Lakes Region of Central New York, is seeking qualified candidates to fill the position of Technical Support Specialist as helpdesk support in the Information Technology department.

The appointee will be required to enter credentials in an online web-portal for Civil Service Training & Experience verification for the position at some time in the future. The appointment will only become permanent upon successful completion of the online verification.

SALARY:

\$46,855 - \$64,966

35 Hour work week

RESIDENCY REQUIREMENT:

All employees must reside within ten (10) miles of the City of Auburn corporate boundary. For clarification purposes, residency shall mean the actual, principal domicile of an individual. Employees choosing to reside outside Cayuga County, still within the 10-mile requirement, shall forfeit 4 vacation days annually.

MINIMUM QUALIFICATIONS:

(a) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a Bachelor's degree in Computer Science, Information Technology or a closely related field and one (1) year work experience in the installation, maintenance and technical support of computer software and hardware applications; or

(b) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with an Associate's degree and two (2) years' work experience in the installation, maintenance and technical support of computer software and hardware applications; or

(c) Graduation from high school or possession of a high school equivalency diploma and four (4) years of work experience in the installation, maintenance and technical support of computer software and hardware applications



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DISTINGUISHING FEATURES OF THE CLASS:

Under general supervision from the Information Technology Supervisor, this position is responsible for providing all areas of computer related technical support including installation, maintenance and troubleshooting of personal computers, peripherals, applications software and telecommunication equipment and services. Incumbents may manage local area network projects and provide training on basic computer usage, applications software and telephone system for internal staff. Does related work as required.

TYPICAL WORK ACTIVITIES:

Provides help desk support by telephone and in person for City computers, tablets and related peripheral equipment
Provides technical assistance for a variety of department specific applications such as Microsoft Office, Internet Explorer, Google Chrome, etc.
Set up and install software on new computer systems, and decommission old equipment
Maintain database of inventory of workstations and associated equipment
Assist in research and purchase of new hardware and software
Perform preventative maintenance in accordance with department policies
Installs applications software on the network and creates and maintains users, directory structures, security rights and printer configuration as backup to supervisory IT staff
Provides day to day maintenance of telephone system and equipment and trains staff in the use of the telephone system

Please fill out the application for employment and send with cover letter & resume to:

Auburn Civil Service
24 South Street, Room 208
Auburn, N.Y. 13021

Or by email to Civil Service Clerk, Jeffrey Whiting:

jwhiting@auburnny.gov

Subject: **Technical Support Specialist application**

Applications and job descriptions available here:

<https://www.auburnny.gov/civil-service>