



# DEPARTMENT OF HUMAN RESOURCES

## EMPLOYMENT OPPORTUNITY NOTICE

### Saratoga County Department of Information Technology

- Job Title:** PERSONAL COMPUTER NETWORK TECHNICIAN (HELPS)
- Salary Range:** \$65,145 - \$74,865 (\*Based on years of service employed with Saratoga County in specified title)
- Work Location:** 50 West High Street, Ballston Spa NY 12020
- Classification:** Non-Competitive (Exam requirements temporarily waived)

#### Job Description

This position performs entry-level technical support work focused on providing first-line (Level 1 Helpdesk) assistance for networked computers and peripheral devices within a municipal environment. Responsibilities center on responding to user requests, troubleshooting basic hardware and software issues, and supporting the installation, maintenance, and routine repair of end-user equipment. Work at this level emphasizes foundational knowledge of personal computer systems, standard applications, and common troubleshooting practices rather than advanced engineering or system design. The role serves as the initial point of contact for technical issues, escalating more complex problems to higher-level technical staff as appropriate. Work is performed under the general supervision of the Department Head or other designated senior personnel, with defined procedures and guidelines in place. Limited independent judgment is exercised in resolving routine issues and determining when escalation is required. Performs related duties as assigned

#### Minimum Qualifications

- A) Possession of an Associate's Degree; **OR**
- B) Graduation from high school or possession of an Equivalency Certificate (GED) and two (2) years of experience in Computer Network/IT Help Desk experience

*(Degree must have been awarded by a college or university by a regional, national, or specialized agency recognized as an accrediting agency by the US Department of Education/US Secretary of Education. If your degree was awarded by an educational institute ion outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.)*

#### Typical Work Activities (\*Illustrative)

- Provides Level 1 Helpdesk support as the initial point of contact for users experiencing computer or system issues. Responds to requests in person, by telephone, or electronically;
- Installs and configures personal computers, laptops, printers, and peripheral equipment following established procedures;
- Performs basic troubleshooting and routine repair of hardware, software, and connectivity issues. Refers complex or unresolved problems to higher-level staff;
- Assists users with the operation of computer systems and standard software. Provides basic instruction on proper use and established practices;
- Maintains records of service requests, reported problems, and actions taken using designated tracking systems;



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- Assists in maintaining inventories of hardware, software, and related equipment. Tracks assignments and reports discrepancies;
- Assists with the deployment, replacement, and upgrading of equipment under supervision;
- Applies working knowledge of personal computers, operating systems, standard software, and basic networking concepts;
- Communicates effectively with users and provides courteous and efficient service;
- Performs related duties as required;

*\*Typical Work Activities are intended only as illustrations of possible types of work that might be appropriately assigned to an incumbent of this title. Work activities that do not appear above are not excluded as appropriate work assignments, as long as they can be reasonably understood to be within the logical limits of the job.*

### Additional Information

- Excellent benefits, NYS Retirement Membership, and competitive Compensation Plan

### To Apply (via Link Provided is preferred method)

- Qualified candidates may alternatively submit an application and resume, by mail or in person to the Personnel Officer – Civil Service Division, 40 McMaster Street, Ballston Spa, NY 12020
- Resume may not be substituted for complete application
- Fax submissions will not be accepted

***\*\* This title has been approved under the NYS Civil Service HELP Program – exam requirements have been temporarily waived through 2026 \*\****

**Applications will continue to be accepted through the date posted, or until the flyer is removed**

*If you require reasonable accommodation in completing this application, interviewing, completing any pre-employment testing, or otherwise participating in the employee selection process, please direct your inquiries to the Human Resources Office. Saratoga County is an equal opportunity employer.*

*We are committed to fostering an inclusive environment where diversity is valued and recognized as a source of strength and enrichment. We seek to attract talented people from a diverse range of backgrounds and cultures, and encourage women, people of color, LGBTQ individuals, those with disabilities, members of ethnic minorities, foreign-born residents, and veterans to apply.*