

Legislative, Rules & Governmental Operations

Information Technology

June 30, 2022

Committee Members: STROUGH, Driscoll, Conover, Frasier, Thomas, McDevitt and Seeber

Information Submitted by: Michael Colvin

Action Agenda/New Business

**Request Resolution:**

Add Temporary Part time Computer Help Desk Technician II to help with purchase of ARPA computers. Not to exceed \$20,000

**Rationale:**

ARPA funds will be used to purchase more than 150 laptops. The large single purchase makes it difficult to get them out in a reasonable amount of time.

# RESOLUTION REQUEST FORM NO. 11

## Request to Create New Position

DEPARTMENT NAME: Information Technology

DATE: July 2022

- (a) Title of Requested Position: **Computer Help Desk Tech. II - Temporary**
- (b) Annual Base Salary (and Grade if Applicable): **\$53,493 - \$25.7177/hour - Up to \$20,000**
- (c) Effective Date for New Position\*: **Upon Approval**  
*\*Please do not backdate unless the purpose is to correct an error.*
- (d) List Any Position in the Department's Table of Organization Being Deleted as a Result of this Request: (Include annual salary and grade if applicable):
- (e) Where are Funds in the Budget for this Position?  
List Budget Code, Object Code, Full Title and Amount:  
**A.1680.4999, American Rescue Plan, up to \$20,000 (salary and fringe)**
- (f) Is a Budget Transfer needed?  YES  NO  
If yes, please complete Resolution Request Form No. 10 – Transfer of Funds  
If no, please provide details on how the increase will be funded with the current budget:
- (g) Has Personnel Officer Reviewed and Approved of the New Position Title?  YES  NO  
*(This is necessary **BEFORE** bringing the request to committee)*
- (h) Is this a mandated position?  YES  NO  
If yes, please explain:
- (i) Is there expected revenue from this position?  YES  NO  
If , please explain and complete Resolution Request Form No. 07 – Amend County Budget to recognize revenue:

# RESOLUTION REQUEST FORM NO. 12

Schedule "A"

## NOTICE OF INTENT TO FILL VACANT POSITION

This notice of intent is filed whenever a department head plans to fill an *existing* funded position in their budget that is vacated due to a retirement, resignation, termination or promotion. This notice may not be used for requests to create a *new* position. For complete instructions on the procedure to be followed, see the reverse of this form.

### DEPARTMENT HEAD COMPLETES THIS SECTION

Department: Information Technology Payroll Dept. No: A.1680.4999  
Title of Position: Computer Help Desk Tech II - Temporary Base Salary of Position: \$25.7177 Grade: \_\_\_\_\_  
Filling at Step # (If Known): \_\_\_\_\_  
Budget code and title: A.1680.4999.130 ARPA-Salaries Part Time Union  Non-Union   
This position is vacated due to:  Retirement  Resignation  Termination  Promotion  Other  
Employee No./Last Name: n/a Date of Vacancy: \_\_\_\_\_  
Is this position mandated?  Yes  No Is the position reimbursable?  Yes  No  
Source of reimbursement:  Federal 100 %  State \_\_\_\_\_ %  Other \_\_\_\_\_ %

### CIVIL SERVICE STATUS AND HUMAN RESOURCES DIRECTOR APPROVAL

Competitive-active eligible list  Competitive-no list (*hiring would be provisional*)  Non-Competitive  Other TEMP

Actual Impact to Budget Report will be provided monthly by Human Resources Director.

Candidate's qualifications must be approved by Personnel Officer prior to hiring. POW 7/14/22

Human Resources Director has approved this form when initialed. PO 7/14/22

### COUNTY ADMINISTRATOR COMPLETES THIS SECTION

- The Administrator has no objection to the filling of the vacancy.  
 The Administrator objects to the filling of the vacancy.

Administrator Signature [Signature] Date 7/14/22

### BUDGET OFFICER COMPLETES THIS SECTION

- The Budget Officer has no objection to the filling of the vacancy.  
 The Budget Officer objects to the filling of the vacancy.

Budget Officer Signature Frank E. Thomas Date 7/15/22

### SUPERVISORY COMMITTEE COMPLETES THIS SECTION

Name of Committee Legislative, Rules & Gov. Operations

- The committee has no objection to the filling of the vacancy.  
 The committee objects to the filling of the vacancy.  
 In the case of an emergency, Committee Chair has no objection to the filling of the vacancy.  
 In the case of an emergency, Committee Chair objects to the filling of the vacancy.

Ranking Committee Member Signature Bennet R. Ousaly Date 07/19/2022

## COMPUTER HELP DESK TECHNICIAN II

**DISTINGUISHING FEATURES OF THE CLASS:** This position involves responsibility for coordinating and overseeing the daily operations and personnel assigned to the help desk. Duties include providing technical support for computer hardware and software, assisting with data networking activities, and training and assisting staff in the use of agency computer systems. Incumbents in this class train lower level Help Desk Staff and act in a lead capacity by guiding, advising and informing them of help desk procedures. This position is distinguished from the Computer Help Desk Technician I title by the experience required, and the “lead role” provided over lower level staff. Does related work as required.

### **TYPICAL WORK ACTIVITIES:** (Illustrative only)

Manages help desk operations, including prioritizing requests for service, scheduling and assigning work, and evaluating completed work;

Supervises, trains and evaluates help desk staff;

Provides technical support to employees and officials using agency computer systems;

Trains staff in the use of software, including word-processing, database, spreadsheet and electronic mail software;

Provides Help Desk support for computer users for hardware and software;

Installs, customizes and tests desktop computing equipment;

Installs, customizes and tests network communication equipment;

Communicates with vendors and other technical support personnel to aid in the solution of problems regarding desktop hardware and software;

Evaluates desktop computer hardware, software, services and supplies by determining user requirements, performing product and cost analyses, acquiring vendor information and product details, and developing and submitting equipment proposals;

Maintains a library of PC-related manuals, documentation, publications, etc.;

Keeps professional skills updated and consistent with current networking and desktop computing technology.

### **REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES:**

Thorough knowledge of computer hardware, software, networks and peripheral equipment supported by the Information Technology Department;

Thorough knowledge of application software, including word-processing, database, spreadsheet, electronic mail, and networking software;

Good knowledge of network data communications hardware and protocols, excellent interpersonal and oral and written communication skills;

Ability to supervise the work of others; Ability to establish effective working relationships with others;

Ability to effectively communicate technical information in an easily understood manner;

Ability to instruct others in the use of computers and computer software;

Ability to analyze and solve problems relating to desktop computer operations;

Ability to successfully work with and serve a diverse local community; Versatility, reliability;

Physical condition commensurate with the demands of the position.

### **MINIMUM QUALIFICATIONS:**

Graduation from high school or possession of a high school equivalency diploma **and:**

- A) Associate's Degree in Computer Science, Computer Technology or a closely related field AND two (2) years of full-time paid experience, or its part-time paid equivalent, as a computer support specialist, network support specialist, microcomputer technician or equivalent position providing technical desktop computer and/or network support; or
- B) Four (4) years of full-time paid experience, or its part-time paid equivalent, as a computer support specialist, network support specialist, microcomputer technician or equivalent position providing technical desktop computer and/or network support.

**NOTE:** Education beyond the secondary level must be obtained from an institution that is a regionally accredited or New York State registered college or university.