Legislative, Rules & Governmental Operations

Information Technology

September 27, 2022

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

Information Submitted by: Michael Colvin

Action Agenda/New Business

Budget Review

WARREN COUNTY BUDGET SUMMARY SHEET

PRIOR YEAR EXPENDITURES AND REQUEST FOR 2023 APPROPRIATIONS

REQUEST SUBMISSION TO THE CLERK OF THE BOARD OF SUPERVISORS

NAME OF DEPARTMENT: Information Technology

BUDGET ACCOUNT CODE: A.1680

OBJECT CODES	2021 EXPENDITURES	2022 ADOPTED	2022 AMENDED	2023 DEPARTMENT REQUESTS
100's PERSONAL SERVICES	$563,191.79	$626,878.00	$603,958.00	$626,878.00
200's EQUIPMENT	$22,092.82	$0.00	$49,542.00	$0.00
400's CONTRACTUAL	$108,543.83	$135,900.00	$173,058.00	$189,100.00
800's EMPLOYEE BENEFITS	$247,399.99	$248,560.00	$252,513.07	$252,336.00
TOTALS	$941,228.43	$1,011,338.00	$1,079,071.07	$1,068,314.00

2021 REVENUES	2022 ADOPTED REVENUES	2022 AMENDED REVENUES	2023 DEPARTMENT REQUESTS
$140,948.15	$110,505.00	$110,505.00	$110,000.00

SIGNED: _(signature)_

DEPARTMENT HEAD

TITLE: IT Director

DATE: 9/2/2022

WARREN COUNTY BUDGET SUMMARY SHEET

PRIOR YEAR EXPENDITURES AND REQUEST FOR 2023 APPROPRIATIONS

REQUEST SUBMISSION TO THE CLERK OF THE BOARD OF SUPERVISORS

NAME OF DEPARTMENT: Information Technology - American Rescue Plan Act (ARPA)

BUDGET ACCOUNT CODE: A.1680 4999

OBJECT CODES	2021 EXPENDITURES	2022 ADOPTED	2022 AMENDED	2023 DEPARTMENT REQUESTS
100's PERSONAL SERVICES		$0.00	$17,279.00	$0.00
200's EQUIPMENT	$46,896.82	$0.00	$30,349.30	$0.00
400's CONTRACTUAL		$0.00	$58,223.68	$0.00
800's EMPLOYEE BENEFITS		$0.00	$2,721.00	$0.00
TOTALS	$46,896.82	$0.00	$108,572.98	$0.00

2021 REVENUES	2022 ADOPTED REVENUES	2022 AMENDED REVENUES	2023 DEPARTMENT REQUESTS
$46,896.82	$0.00	$108,572.98	$0.00

SIGNED: _William R. Cole_

DEPARTMENT HEAD

TITLE: _IT Director_

DATE: _9/2/2022_

WARREN COUNTY BUDGET SUMMARY SHEET

PRIOR YEAR EXPENDITURES AND REQUEST FOR 2023 APPROPRIATIONS

REQUEST SUBMISSION TO THE CLERK OF THE BOARD OF SUPERVISORS

NAME OF DEPARTMENT: Telecommunications

BUDGET ACCOUNT CODE: A.1681

OBJECT CODES	2021 EXPENDITURES	2022 ADOPTED	2022 AMENDED	2023 DEPARTMENT REQUESTS
100's PERSONAL SERVICES	$68,348.12	$70,264.00	$72,684.00	$70,264.00
200's EQUIPMENT	$249.90	$0.00	$2,100.00	$0.00
400's CONTRACTUAL	$41,999.51	$39,600.00	$37,500.00	$33,500.00
800's EMPLOYEE BENEFITS	$38,305.26	$37,217.00	$37,656.23	$37,273.00
TOTALS	$148,902.79	$147,081.00	$149,940.23	$141,037.00

2021 REVENUES	2022 ADOPTED REVENUES	2022 AMENDED REVENUES	2023 DEPARTMENT REQUESTS
$45,198.34	$50,000.00	$50,000.00	$33,000.00

SIGNED: _Michele Oehler_
DEPARTMENT HEAD

TITLE: _IT Director_

DATE: _9/2/2022_

Warren County, NY

Budget Worksheet Report
Budget Year 2023

Account	Account Description	2021 Actual Amount	2022 Adopted Budget	2022 Amended Budget	2022 Actual Amount	2023 Departmental Request
Fund A - General						
REVENUE						
Department 1680 - Information Technology						
Intergovernmental Charges						
2228	Information Tech. Fees	101,954.11	100,000.00	100,000.00	19,235.00	110,000.00
	Intergovernmental Charges Totals	$101,954.11	$100,000.00	$100,000.00	$19,235.00	$110,000.00
Department 1680 - Information Technology Totals		$101,954.11	$100,000.00	$100,000.00	$19,235.00	$110,000.00

Budget Worksheet Report

Budget Year 2023

Account	Account Description	2021 Actual Amount	2022 Adopted Budget	2022 Amended Budget	2022 Actual Amount	2023 Departmental Request
Fund A - General						
REVENUE						
Department 1681 - Telecommunications						
Intradepartmental Charges						
2227	Telecommunications	45,198.34	50,000.00	50,000.00	17,149.68	33,000.00
	Intradepartmental Charges Totals	$45,198.34	$50,000.00	$50,000.00	$17,149.68	$33,000.00
Department 1681 - Telecommunications Totals		$45,198.34	$50,000.00	$50,000.00	$17,149.68	$33,000.00
REVENUE TOTALS		$147,152.45	$150,000.00	$150,000.00	$36,384.68	$143,000.00

Fund A - General
EXPENSE
Department 1680 Information Technology

Account	Account Description	2021 Actual Amount	2022 Adopted Budget	2022 Amended Budget	2022 Actual Amount	2023 Departmental Request
	Personal Services					
110	Salaries - Regular	561,972.07	622,878.00	599,958.00	342,204.22	622,878.00
120	Salaries - Overtime	1,219.72	4,000.00	4,000.00	1,245.36	4,000.00
	Personal Services Totals	$563,191.79	$626,878.00	$603,958.00	$343,449.58	$626,878.00
	Equipment					
220	Office Equipment	2,498.99	.00	9,542.00	7,353.65	.00
220.1	Office Equipment - Reserve	19,593.83	.00	40,000.00	31,550.05	.00
	Equipment Totals	$22,092.82	$0.00	$49,542.00	$38,903.70	$0.00
	Contractual Expense					
410	Supplies	1,600.92	3,000.00	3,580.00	2,038.48	3,000.00
422	Repair/Maint-Equipment	15,372.40	17,000.00	17,000.00	17,606.25	22,000.00
423	Telephone	1,870.16	2,100.00	2,100.00	763.50	2,100.00
424	Postage	30.03	.00	400.00	263.31	50.00
426	Subscriptions	61,971.43	81,000.00	72,358.00	57,660.45	125,000.00
427	Memberships & Dues	50.00	50.00	50.00	50.00	50.00
428	Data Processing & Internet Fees	20,457.93	25,000.00	25,120.00	17,460.48	29,000.00
444	Travel/Education/Conference	590.96	1,000.00	1,000.00	299.00	1,000.00
470	Contract	6,600.00	6,750.00	51,450.00	17,650.00	6,900.00
	Contractual Expense Totals	$108,543.83	$135,900.00	$173,058.00	$113,791.47	$189,100.00

Comments

Account	Level	Comment
422	Departmental Request	Alpha Programming interface / Anti Virus / Firewall update / 2FA (two factor authentication) / Remote support, patch management and inventory / Cybertraining / Backup / Vinyl Programming interface / Email Archive / Email filtering / Varonis log monitoring / Vendor: Catalog and Commerce, web site hosting, $6,900
426	Departmental Request	
470	Departmental Request	

Account	Account Description	2021 Actual Amount	2022 Adopted Budget	2022 Amended Budget	2022 Actual Amount	2023 Departmental Request
810	Retirement	83,503.87	75,659.00	77,945.90	46,220.83	64,822.00

Budget Worksheet Report

Budget Year 2023

Account	Account Description	2021 Actual Amount	2022 Adopted Budget	2022 Amended Budget	2022 Actual Amount	2023 Departmental Request
Fund A - General						
EXPENSE						
Department 1680 - Information Technology						
Employee Benefits						
830	Social Security	32,770.96	38,866.00	40,216.36	19,896.73	38,866.00
831	Medicare Contribution	7,664.19	9,090.00	9,405.81	4,653.25	9,090.00
860	Hospitalization	108,686.60	108,296.00	108,296.00	68,566.27	120,143.00
865	Dental Insurance	1,800.76	1,800.00	1,800.00	1,177.42	1,920.00
	Employee Benefits Totals	$234,426.38	$233,711.00	$237,664.07	$140,514.50	$234,841.00
Other Benefits						
840	Workmen's Compensation	2,268.07	3,064.00	3,064.00	3,064.00	3,524.00
861	Retirees Hospitalization	10,705.54	11,785.00	11,785.00	6,735.68	12,471.00
862	Health Insurance Cost Reimbursement	.00	.00	.00	859.27	1,500.00
	Other Benefits Totals	$12,973.61	$14,849.00	$14,849.00	$10,658.95	$17,495.00
	Department 1680 - Information Technology Totals	$941,228.43	$1,011,338.00	$1,079,071.07	$647,318.20	$1,068,314.00

Warren County, NY

Budget Worksheet Report

Budget Year 2023

Account	Account Description	2021 Actual Amount	2022 Adopted Budget	2022 Amended Budget	2022 Actual Amount	2023 Departmental Request
Fund A - General						
EXPENSE						
Department 1681 - Telecommunications						
Personal Services						
110	Salaries - Regular	68,042.60	69,814.00	72,234.00	42,963.11	69,814.00
120	Salaries - Overtime	305.52	450.00	450.00	612.56	450.00
Personal Services Totals		$68,348.12	$70,264.00	$72,684.00	$43,575.67	$70,264.00
Equipment						
220	Office Equipment	249.90	.00	2,100.00	2,091.00	.00
Equipment Totals		$249.90	$0.00	$2,100.00	$2,091.00	$0.00
Contractual Expense						
410	Supplies	74.10	500.00	500.00	233.99	500.00
422	Repair/Maint-Equipment	910.00	100.00	100.00	.00	.00
423	Telephone	41,015.41	39,000.00	36,900.00	15,221.00	33,000.00
Contractual Expense Totals		$41,999.51	$39,600.00	$37,500.00	$15,454.99	$33,500.00
Employee Benefits						
810	Retirement	11,717.94	9,953.00	10,207.10	6,575.18	8,572.00
830	Social Security	3,886.06	4,356.00	4,506.04	2,478.99	4,356.00
831	Medicare Contribution	908.84	1,019.00	1,054.09	579.76	1,019.00
860	Hospitalization	21,504.34	21,601.00	21,601.00	14,123.77	23,038.00
865	Dental Insurance	288.08	288.00	288.00	188.36	288.00
Employee Benefits Totals		$38,305.26	$37,217.00	$37,656.23	$23,946.06	$37,273.00
Department 1681 - Telecommunications Totals		$148,902.79	$147,081.00	$149,940.23	$85,067.72	$141,037.00
EXPENSE TOTALS		$1,090,131.22	$1,158,419.00	$1,229,011.30	$732,385.92	$1,209,351.00
Fund A - General Totals						
REVENUE TOTALS		$147,152.45	$150,000.00	$150,000.00	$36,384.68	$143,000.00
EXPENSE TOTALS		$1,090,131.22	$1,158,419.00	$1,229,011.30	$732,385.92	$1,209,351.00
Fund A - General Totals		($942,978.77)	($1,008,419.00)	($1,079,011.30)	($696,001.24)	($1,066,351.00)
REVENUE GRAND TOTALS		$147,152.45	$150,000.00	$150,000.00	$36,384.68	$143,000.00
EXPENSE GRAND TOTALS		$1,090,131.22	$1,158,419.00	$1,229,011.30	$732,385.92	$1,209,351.00
Grand Totals		($942,978.77)	($1,008,419.00)	($1,079,011.30)	($696,001.24)	($1,066,351.00)

Empl. #	Name	Jan1 Grade & Rate	Position	Ann. Grade & Rate	Annual Earnings	Empl. Type	Benefit Group	Hire Date
13335	Boutin, Darrell	N/A / $32.47	Cybersecurity & Network Analyst	N/A / $32.47	$67,533.00	Full Time	Out of UnitFT	6/10/2019
13098	Brownell, Tosha	N/A / $25.02	Computer Help Desk Tech. I #1	N/A / $25.02	$52,037.00	Full Time	Out of UnitFT	8/14/2017
9646	Colvin, Michael	N/A / $54.37	Director Information Technology	N/A / $54.37	$98,949.00	Full Time	Appointed F/T	4/13/1998
11034	Hosford, Robert	N/A / $30.72	Computer Help Desk Technician II	N/A / $30.72	$63,890.00	Full Time	Out of UnitFT	9/18/2006
10979	Mahar, William	N/A / $34.51	Network Coordinator	N/A / $34.51	$71,787.00	Full Time	Out of UnitFT	8/22/2005
10932	Osgood, John	N/A / $30.72	Computer Help Desk Tech II #2	N/A / $30.72	$63,890.00	Full Time	Out of UnitFT	6/20/2005
10857	Scrime, Jeremy	N/A / $41.11	Sr. Computer Sys Analyst/Program	N/A / $41.11	$85,499.00	Full Time	Out of UnitFT	11/18/2004
13048	Smith, Albert	N/A / $25.77	Computer Help Desk Tech I #2	N/A / $25.77	$53,598.00	Full Time	Out of UnitFT	7/31/2017
		N/A / $0.00	Computer Help Desk Tech I #3	N/A / $0.00	$0.00			
		N/A / $0.00	Information Tech Overtime	N/A / $0.00	$4,000.00			
		N/A / $31.58	Programmer II	N/A / $31.58	$65,695.00			

11

$626,878.00

2023 BUDGET - PERSONNEL REQUEST

DEPARTMENT NAME: Information Technology

BUDGET CODE: A.1680

Title of Position: Sr. Computer Sys Analyst/Program

FOR NEW POSITIONS

    (a) Annual Base Salary (and Grade if Applicable):

    (b) List any position(s) in the Department's Table of Organization being DELETED as a result of this request (Include annual Salary and grade if applicable):

    (c) Is this a mandated position? If so, please explain:

    (d) Is there expected Revenue from this position? If so, please explain:

FOR OTHER PERSONNEL REQUESTS (Change in Employee Status FT/PT/Temp/Per Diem, Change in Non-bargaining Salary Grade)

    (a) Description of Change: Change grade from 15 to 17
        Skill set cannot be replaced at current or proposed salary

    (b) Projected change in Salary Dollars: $5,130

    (c) Is there expected Revenue impact from this change? If so, please explain: no

PERSONNEL OFFICER AND HUMAN RESOURCE DIRECTOR REVIEW
(Must be initialed before being presented to Budget Team)

Personnel Officer has Reviewed/~~Approved~~ this form when initialed: _(initialed)_
HR Director has Reviewed/~~Approved~~ this form when initialed: _(initialed) 8/31/22_

SENIOR COMPUTER SYSTEMS ANALYST/ PROGRAMMER

DISTINGUISHING FEATURES OF THE CLASS: This is a highly technical position with responsibility for planning and supervising the analysis, organization and preparation of detailed program instructions involving a variety of data using data processing hardware and software. Additionally, the incumbent oversees computer database design and management. The work is performed in accordance with established procedures with leeway for the exercise of independent judgment in carrying out assigned duties. The position is distinguished from Computer Systems Analyst/Programmer by the complexity of assignments and database design and maintenance. The incumbent is expected to be able to work on most complex problems independently and supervise lower level staff on assigned projects. The work is performed under the general supervision of the Director of Information Technology. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)
Supervises and designs detailed programs, documentation, flow charts and diagrams to assist business or statistical type operations to electronic data processing;
Designs logic sequences for individual programs or program sequences;
Analyzes the flow of information between the data center and the various units participating in the data processing system and designs programs accordingly;
Oversees the preparation of test data, performs actual testing and makes modifications, revisions and corrections to programs;
Supervises and performs debugging of new programs to assure completion according to predetermined requirements;
Selects program languages, standard sub-routines and other programming aids;
Confers with superiors and officials to ascertain the nature of projects, the source of information and results required;
Oversees and performs detailed program documentation including flow charts, coding sheets, operator instructions and related testing materials;
Monitors databases to enhance performance and resource use;
Maintains development, test and production environments;
Performs and advises on troubleshooting data management issues;
Maintains availability and integrity of databases and ensures stability of keys, indexes and data;
Monitors and manages database backups and logs;
Installs, maintains and upgrades database software;
Restores and recovers database information as required;
May provide orientation and training sessions regarding the preparation and application of data for computer and related peripheral equipment use;
Prepares reports on results of systems analyses and suggests application of data processing equipment;
Operates computer and related peripheral equipment as required;
Organizes and prepares program documentation;
Maintains current knowledge relevant to the position.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES:
Thorough knowledge of server-based software;
Thorough knowledge of the requirements of computer programming, data base design, web-based software and data communications including capabilities, applications and day-to-day administration of personal computers;
Good knowledge of personal computer hardware and operating systems;
Good knowledge of organizational structure and its relation to work and data flow;
Good knowledge of systems programming techniques, systems analysis, applications programming techniques and concepts;
Good knowledge of computers and peripheral equipment, communications protocols, and component wiring structure;
Good knowledge of applicable laws, rules, and regulations governing the use of software, as well as the judicial and administrative interpretation related to these;

2023 BUDGET - PERSONNEL REQUEST

DEPARTMENT NAME: Telecommunications

BUDGET CODE: A.1681

Title of Position: Telecommunications Analyst

FOR NEW POSITIONS

(a) Annual Base Salary (and Grade if Applicable):

(b) List any position(s) in the Department's Table of Organization being DELETED as a result of this request (Include annual Salary and grade if applicable):

(c) Is this a mandated position? If so, please explain:

(d) Is there expected Revenue from this position? If so, please explain:

FOR OTHER PERSONNEL REQUESTS (Change in Employee Status FT/PT/Temp/Per Diem, Change in Non-bargaining Salary Grade)

(a) Description of Change: Change grade from 11 to 13
Skill set in relation to other members of the department is not in line with others.

(b) Projected change in Salary Dollars: $8,629

(c) Is there expected Revenue impact from this change? If so, please explain: no

PERSONNEL OFFICER AND HUMAN RESOURCE DIRECTOR REVIEW
(Must be initialed before being presented to Budget Team)

Personnel Officer has Reviewed/~~Approved~~ this form when initialed: ~~RCS~~ 8/26/22

HR Director has Reviewed/~~Approved~~ this form when initialed: AP 8/31/22

TELECOMMUNICATIONS ANALYST

DISTINGUISHING FEATURES OF THE CLASS: The work involves the installation and problem diagnoses of a full range of telecommunications equipment and cabling, encompassing both analog and digital technologies. The analyst addresses issues of availability and reliability for data and signal connectivity within the local and remote customer sites to support enterprise operations and growth. The incumbent in this position is responsible for performing highly skilled technical work in the maintenance and repair of a telecommunications network system. Position is under the general supervision of the Director of Information Technology. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)
Monitors and evaluates network service level;
Installs and maintains all communication equipment;
Assists in determining telephone and communications needs;
Assists in coordinating the integration of voice and data networking;
Assists in monitoring new technologies and evaluates their application;
Assist with interfacing with outside contractors, suppliers, and consultants;
Assists in providing training to employees in the best use of the telephone system;
Uses Help Desk software to record all service calls.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES:
Thorough knowledge of telecommunications principals, procedures, concepts, and modern technology including the installation, maintenance and capabilities of telephone and other communications equipment;
Good knowledge of computer technology;
Ability to work well with others;
Ability to prepare reports and manuals;
Ability to deliver communications services and resolve complaints;
Sound judgment, tact, courtesy, dependability;
Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:
Six (6) years of experience in skilled mechanical maintenance work, such as electrical, telecommunications or computer maintenance.

SPECIAL REQUIREMENT:
Possession of the appropriate level New York State Motor Vehicle Operator's license at the time of appointment.

Ability to communicate information orally and in writing, including communicating technical information to non-technical employees;

Ability to learn and comprehend very complex technical materials and concepts;

Ability to establish and maintain effective working relationships with department heads, computer users, software contractors, and members of the public requesting service;

Ability to plan and supervise the work of others;

Sound judgment.

MINIMUM QUALIFICATIONS:

A) Master's Degree in computer science, computer technology, data processing, management information systems, information resource management, or related field and two (2) years of experience in the operation of data processing equipment which shall have included data programming, systems analysis activities and database administration; OR

B) Bachelor's Degree or higher in computer science, computer technology, data processing, management information systems, information resource management, or related field and four (4) years of experience in the operation of data processing equipment which shall have included data programming, systems analysis activities and database administration; OR

C) Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree or higher in computer science, computer technology, data processing, management information systems, information resource management, or related field and six (6) years of experience in the operation of data processing equipment which shall have included data programming, systems analysis activities and database administration; OR

D) An equivalent combination of training and experience as defined by the limits of (a), (b) and (c) above.

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.

2023 BUDGET - PERSONNEL REQUEST

DEPARTMENT NAME: Information Technology

BUDGET CODE: A.1680

Title of Position: Computer Help Desk Tech II #3

FOR NEW POSITIONS

(a) Annual Base Salary (and Grade if Applicable): $53,493 grade 11

(b) List any position(s) in the Department's Table of Organization being DELETED as a result of this request (Include annual Salary and grade if applicable): Computer Help Desk Technician I #1

(c) Is this a mandated position? If so, please explain: no

(d) Is there expected Revenue from this position? If so, please explain: no

FOR OTHER PERSONNEL REQUESTS (Change in Employee Status FT/PT/Temp/Per Diem, Change in Non-bargaining Salary Grade)

(a) Description of Change:

(b) Projected change in Salary Dollars: $8,629

(c) Is there expected Revenue impact from this change? If so, please explain: no

PERSONNEL OFFICER AND HUMAN RESOURCE DIRECTOR REVIEW
(Must be initialed before being presented to Budget Team)

Personnel Officer has Reviewed/~~Approved~~ this form when initialed: _[initials] 8/26/22_
HR Director has Reviewed/~~Approved~~ this form when initialed: _AB 8/31/22_

2023 BUDGET - PERSONNEL REQUEST

DEPARTMENT NAME: Information Technology

BUDGET CODE: A.1680

Title of Position: Computer Help Desk Tech II #4

FOR NEW POSITIONS

(a) Annual Base Salary (and Grade if Applicable): $53,493 grade 11

(b) List any position(s) in the Department's Table of Organization being DELETED as a result of this request (Include annual Salary and grade if applicable): Computer Help Desk Technician I #2

(c) Is this a mandated position? If so, please explain: no

(d) Is there expected Revenue from this position? If so, please explain: no

FOR OTHER PERSONNEL REQUESTS (Change in Employee Status FT/PT/Temp/Per Diem, Change in Non-bargaining Salary Grade)

(a) Description of Change:

(b) Projected change in Salary Dollars: $8,629

(c) Is there expected Revenue impact from this change? If so, please explain: no

PERSONNEL OFFICER AND HUMAN RESOURCE DIRECTOR REVIEW
(Must be initialed before being presented to Budget Team)

Personnel Officer has Reviewed/~~Approved~~ this form when initialed: ~~*[initials]* 9/26/22~~

HR Director has Reviewed/~~Approved~~ this form when initialed: *AP* 8/31/22

COMPUTER HELP DESK TECHNICIAN

DISTINGUISHING FEATURES OF THE CLASS: The incumbent in this title is responsible for providing first line technical assistance and support for information technology users by operating a help desk for an Information Technology Department. A Computer Help Desk Technician is usually the initial contact for technical assistance, and diagnoses and resolves user problems and/or questions related to computer hardware, software, networks and peripheral equipment. An incumbent also creates computer user identification names and passwords, performs basic computer operations such as querying a database and printing reports and provides user training. The work is performed under the direct supervision of a higher-level supervisor. The incumbent exercises no supervision.

TYPICAL WORK ACTIVITIES: (Illustrative only)
Operates a help desk and assists end users including diagnosing and resolving problems with computer hardware, software, networks or peripheral equipment and/or referring to appropriate staff for additional support;
Creates and maintains a computerized log of help desk calls received and actions taken;
Places service calls to appropriate vendors for repair of computer hardware, software, network or peripheral equipment;
Maintains and manages communication links via phone lines; routers, modems and digital communication links, diagnosing and resolving problems as necessary;
Sets up user local area network accounts and access rights;
Documents/monitors licensing information and application information;
Creates and maintains a computer database of end-user's identification names and passwords for users and Information Technology Department information;
Maintains hard copies of end user profile applications and authorized signatures;
Queries databases and creates and prints reports as needed;
Conducts technical training or introductory orientation on the use of hardware, software and computer peripheral equipment.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES:
Good knowledge of computer hardware, software, networks and peripheral equipment supported by the Information Technology Department;
Good knowledge of application software, including word-processing, database, spreadsheet, electronic mail, and networking software;
Working 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 or higher in Computer Science, Computer Technology, Information Technology or a closely related field; OR
    B) 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
    C) An equivalent combination of education and experience as defined by (1) and (2) above.
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.

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.

RESOLUTION REQUEST FORM NO. 10

Request for Transfer of Funds

TO: AMANDA ALLEN, CLERK, WARREN COUNTY BOARD OF SUPERVISORS

DEPARTMENT NAME: Information Technology

SIGNED: Michael Colvin   DATE: September 27, 2022

FROM CODE	TITLE	TO CODE	TITLE	AMOUNT
A.1680 426	Subscriptions	A.1680 862	Health Insurance Cost Reimburse	$1,500
A.1681 423	Telephone	A.1681 120	Salaries - Overtime	$1,500

Please state reason for transfers requested: Unforseen expenses

.

CONTINGENT FUND TRANSFER REQUESTS

FROM CODE	TITLE	TO CODE	TITLE	AMOUNT
A.1990 469	Contingent Account- Other Payments/Contributions			

Please state reason for transfer request:

Please file original request with Clerk of the Board and retain copy for your records.