

Personnel and Civil Service

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Bethany O'Rourke Personnel Officer

NOTICE OF VACANCY Software Support Liaison

Date of Issue: 03/15/22. The work involves responsibility for assisting and supporting the software applications of various Departments. The incumbent will act as a liaison to coordinate the effective use and functioning of specialized software applications to meet administrative needs and goals. Work is performed under the general direction of the Chief Information Officer, with considerable leeway allowed for the use of independent judgement. Supervision is not a function of this position. Does related work as required.

The title of Software Support Liaison is **Competitive**, requiring applicants to meet minimum qualifications established for the position and successfully meet civil service examination requirements. **An examination is anticipated in 2022.** Pending a criminal background check*, a provisional appointment may be made to this position. Permanent appointment will be dependent upon participation in the examination AND being reachable from the resulting eligible list.

Status: Provisional pending permanent appointment from eligible list
Work Hours: Full time, 35-hour work week
Salary: \$38,212 – 48,212 (2022 M/C); benefit package available including: health insurance, paid leave time, NYS Retirement System, Deferred Compensation Plan
Location: Tioga County Department of Information Technology & Communication Services

MINIMUM QUALIFICATIONS (Either): Graduation from high school or possession of an equivalency diploma and EITHER:

- a. Graduation from a regionally accredited or New York State registered college or university with an Associate's degree in Computer Science or closely related field; **OR**
- b. Completion of 24 credit hours in Computer Science related course work from a regionally accredited New York State registered college or university and either:
 - I. One (1) year of full-time work experience (or its part-time equivalent) assisting users to resolving software application problems; or
 - II. Possession of related IT industry certification (such as: CompTIA A+ or Security+); **OR**
- c. Three (3) years of full-time experience (or its part-time equivalent) in assisting users to resolve software application problems; **OR**
- d. An equivalent combination of training and experience as defined in (a), (b) and (c) above.

* Due to the radical evolution of technology in this field, qualifying experience must have been gained within eight years from the date of application for employment or examination.

Special Requirement: Certain assignments made to employees in this class will require reasonable access to transportation to meet field work requirements made in the ordinary course of business in a timely and efficient manner.

APPLY ONLINE by using our "Online Application Tool":
<https://www.tiogacountyny.com/departments/personnel-civil-service/>

Apply by: Applications will be accepted until position has been filled.

Tioga County applications are available on our website. Resumes may be submitted but MUST accompany an application. Applicants MUST clearly describe education and/or work and volunteer experience to explain how they meet the minimum qualifications for the position. Omissions or vagueness will not be interpreted in an applicant's favor.

*Criminal background checks will be conducted upon a conditional offer of employment. Depending upon the position sought, conviction of a felony, misdemeanor or other offense may bar appointment. At the discretion of the appointing authority, additional screenings may include but will not be limited to: fingerprinting, psychological, and or drug testing. If requested, a candidate will be required to authorize access to educational, employment, financial, or other records.