



**Full Time Position**  
**Provisional Appointment Pending Civil Service Exam**  
**Starting Salary: \$36,169**  
**CSEA Benefits**

### **Information Technology Assistant**

#### **DISTINGUISHING FEATURES OF THE CLASS:**

The incumbent assists the Information Systems Manager in the coordination of subsequent on-going maintenance by acting as a liaison between the departments and technical staff. Works independently in assisting users in the resolution of general IT questions and requests for IT support; manages, tracks, and follows up on IT related calls until problem resolution; may provide tutoring to users in operating equipment and systems and may help in training others; Work is performed under the general supervision of a higher level administrator. Does related work as required.

#### **EXAMPLES OF WORK: (ILLUSTRATIVE ONLY)**

Provides computer support activities for City staff in operating the various computer systems; Performs routine maintenance to or coordinates off-site repairs of computers and peripheral equipment; Performs case maintenance activities by updating the data on the system such as case openings, case closing and related activities; Plans and coordinates software installations and scheduled downloads; Creates user identification names and passwords for new and existing staff to maintain network security; Demonstrates to new staff the proper use of existing software applications; Provides training and orientations for computer users on databases, new software and equipment; Performs file purge operations needed to maintain optimum resource utilization; Maintains liaison with departments in order to determine needs and to resolve problems

#### **MINIMUM QUALIFICATIONS TO APPLY:**

- A.** 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 in computer science or computer information systems or a closely related field; or
- B.** Graduation from high school or possession of a high school equivalency diploma and two (2) years of experience installing, maintaining, and resolving problems related to computer hardware, software, networks and peripheral equipment; or
- C.** An equivalent combination of training and experience as defined by the limits of (a) and (b).

**Send Resume with cover letter via email to**  
**[mmills@cityofnewburgh-ny.gov](mailto:mmills@cityofnewburgh-ny.gov)**  
**Thru 7/19/2016**

**CITY OF NEWBURGH – AN EQUAL OPPORTUNITY EMPLOYEE**