

City of Ithaca

Office of Human Resources / Civil Service

108 E. Green St. - Ithaca, NY - 14850

Phone: (607) 274-6539 / Fax: (607) 274-6574 / E-mail: hrdept@cityofithaca.org

JOB APPLICATIONS WANTED

TITLE: Network Integration Specialist

LOCATION: City of Ithaca - Public Information Technology

SALARY: \$45,505 with subsequent step increases to \$56,881

The City of Ithaca's Department of Public Information and Technology is seeking to fill a Network Integration Specialist position. This position is responsible for providing Help Desk support for the City's computer hardware and software systems, training and educating staff on the proper use of such systems, and for assisting with networking resources and security protocols.

Relevant technical skills are required but the successful candidate will also be able to demonstrate strong communication and interpersonal skills. This position is best suited for a person who is a critical but creative thinker, a natural problem solver, and who takes pride in their work and finds satisfaction in assisting others. The successful candidate will be expected to perform in both an individual and team environment.

The Department of Public Information and Technology supports 450 City employees working in 12 departments in 8 geographic locations. These departments represent 24/7 emergency service operations, public works, youth services, and the core of City government. Our work enables them to focus on their missions to deliver high quality services to the 30,000 residents of our City, and we take that responsibility seriously.

DISTINGUISHING FEATURES OF THE CLASS: This position is responsible for providing technical support for the computer hardware and software maintained by the City of Ithaca, and for assisting with data networking activities. The incumbent is also responsible for training and assisting City staff in the use of City computer systems. The position is distinguished from that of User Support Analyst in that it requires a working knowledge of data networking equipment and protocols in addition to mastery of the desktop computing environment. The work is performed under the general supervision of the Information Systems Manager with latitude allowed for the exercise of independent technical judgment in the performance of the work. Does related work as required.

MINIMUM QUALIFICATIONS:

- A. Graduation from a NYS registered or regionally accredited college with a Bachelor's Degree in Computer Science, Information Systems, Network Engineering or a closely related field with similar course curriculum; or
- B. Graduation from a NYS registered or regionally accredited college with an Associate's Degree in Computer Science, Computer Technology or a closely related field with similar course curriculum AND one (1) year 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

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MINIMUM QUALIFICATIONS (CONTINUED):

C. Graduation from high school or possession of a high school equivalency diploma 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

D. Any equivalent combination of training and experience as defined by the limits of (A), (B) and (C).

EXAM REQUIREMENTS: A civil service exam will be required at a later date.

APPLICATION MATERIALS REQUIRED:

- City of Ithaca application
- Copies of high school and college transcripts

Applications must be received by the City of Ithaca Human Resources Department no later than 4:30 PM EST on the last filing date indicated above. Postmarks are not accepted. All applications must be original applications, either hard copy or electronically submitted through our online application program. We do not accept faxed applications, e-mailed applications or photocopies of applications.

Submit required application materials by May 29, 2019:

City of Ithaca
Human Resources Department
108 East Green Street
Ithaca, NY 14850
(607) 274-6539

Web site: <https://ithaca-portal.mycivilservice.com>

The City of Ithaca is committed to Equity and Inclusion. We encourage those with similar values to apply.

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