

**JOB APPLICATIONS WANTED**

**TITLE:** Information Systems Desktop Specialist  
**LOCATION:** City of Ithaca - Public Information and Technology  
**SALARY:** \$49,802, with subsequent increases to \$59,762

**The City of Ithaca values diverse perspectives and life experiences. We encourage people of all backgrounds to apply, including people of color, women, LGBTQ+, veterans, people with disabilities, and those with lived experiences.**

**POSITION DESCRIPTION:** 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
- 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).

**RESIDENCY REQUIREMENTS:** There are no residency requirements for this position.

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

**APPLICATION MATERIALS REQUIRED:**

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

All applications must be submitted electronically through our online application program. We do not accept paper applications, faxed applications, e-mailed applications or photocopies of applications.

Applications accepted until position is filled.

City of Ithaca  
Human Resources Department  
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.

Issued: December 14, 2021