

## **IT Support Specialist**

**Job Code:** 3100  
**Location:** Tioga County Information Technology  
**Classification:** Competitive  
**Salary:** Management/Confidential  
**Adopted:** 03/10/26; Tioga Co. Personnel & Civil Service

**DISTINGUISHING FEATURES OF THE CLASS:** The work involves the responsibility for providing advanced technical support for hardware, software, and network systems, including resolving Tier 2 issues and performing routine maintenance. The incumbent monitors system alerts, assists with vulnerability management, user onboarding/offboarding, and maintains accurate assets and ticketing records. Additional duties include generating performance and security reports, collaborating on IT planning, and ensuring compliance with security standards. The position may serve as backup as needed for the Systems Administrator and Information Security Officer. The work is performed under the direct supervision of the Chief Information Officer (CIO) and Deputy Director of Information Technology, with considerable leeway allowed for the exercise of independent judgment. Does related work as required.

**TYPICAL WORK ACTIVITIES:** *The typical work activities listed below, while providing representative examples of the variety of work assignments in the title, do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.*

- Provide advanced technical support by diagnosing and resolving Tier 2 hardware, software, and network issues;
- Monitor system alerts and review logs to proactively identify, troubleshoot, and resolve potential issues before they impact operations;
- Maintain and update the helpdesk ticketing system by documenting issue status, troubleshooting steps, and resolution details to ensure accurate records and effective communication;
- Perform routine system maintenance, including applying updates and patches, in coordination with the Systems Administrator and serve as backup support;
- Collaborate with the IT team to review, refine, and improve support processes and maintain accurate, up-to-date documentation;
- Assist with user onboarding and offboarding processes, including account setup, access provisioning, and ensuring proper removal of credentials and permissions;
- Generate and review system performance and security reports to identify trends, ensure compliance, and recommend improvements;
- Assist in vulnerability management activities in coordination with the Information Security Officer (ISO) and serve as backup as needed;
- Participate in IT planning meetings and contribute ideas for infrastructure improvements;
- Conduct regular inventory checks and update asset management records in coordination with the Systems Administrator;
- Collaborate with the Information Security Officer (ISO) and Chief Information Officer (CIO) to ensure systems remain compliant with security standards and are updated as required;

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:** Thorough knowledge of the principles, practices, and procedures of maintaining IT computer networks, servers, network storage and the associated operating systems; thorough knowledge of operations and routine maintenance of computer consoles and external devices; good knowledge of the various applications and software required to install and support IT computer networks; ability to communicate clearly, both orally and in writing with network users, technicians and vendors; ability to gather and analyze information and draw logical conclusions; ability to learn new technology; ability to establish and maintain effective working relationships with department heads,

computer users, and software/hardware vendors and members of the public requesting service; ability to move equipment and work in confined spaces while installing and working on network equipment; good judgment, resourcefulness, dependability; physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:** 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 Information Technology, Computer Science or closely related field, and two (2) years full-time work experience or its part-time equivalent in technical support, system maintenance, or network support; **OR**
- b. Graduation from high school or possession of a general equivalency diploma and four (4) years of full-time work experience or its part-time equivalent in technical support, system maintenance, or network support; **OR**
- c. Any combination of education and experience equal to or greater than that described in (a) and (b) 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 require reasonable access to transportation to meet field work requirements. Possession of a valid NYS driver license is required at time of hire and must be maintained throughout employment.