



THIS IS A COMPETITIVE CLASS POSITION. THE INDIVIDUAL SELECTED TO FILL THIS VACANCY WILL BE GIVEN A PROVISIONAL APPOINTMENT AND WILL BE REQUIRED TO PARTICIPATE IN THE NEXT CIVIL SERVICE EXAMINATION FOR THIS TITLE.

CURRENT VACANCY

POSTING DATES: November 19, 2021

THROUGH: December 6, 2021

JOB TITLE: Computer Communications Technician

SALARY RANGE: \$53,386 to \$70,874/Annually

DEPARTMENT/BUREAU: Rochester Public Library/Central

TYPICAL WORK ACTIVITIES:

Provides technical assistance and responds to user questions about network and personal computer operations; Creates user access to networks, establishes network security access based on predefined guidelines, and resolves basic connectivity problems; Identifies, diagnoses and solves user network, telecommunications and other software and hardware problems, including production halts, printer problems and other network malfunctions; Refers problems or consults with contractors or vendors, as needed; Staffs helpdesk and responds to user questions about network and other hardware and software systems; Installs, configures and customizes a variety of network and other hardware and software systems, often at remote sites; Establishes network security access based on predefined guidelines; Monitors and troubleshoots network, hardware, and phone line problems and notifies users of their status; Evaluates networks and recommends improvements; Tests or helps test hardware and software; Researches and recommends new hardware and software; Sets up, maintains and explains user accounts, such as e-mail; Reads and understands manuals and technical materials; Trains users and information systems staff on network access and personal computer software; Keeps informed of new network trends, technologies and developments; Monitors network performance and maintains records of system activities; May write Requests for Proposals (RFPs) and contracts for services, negotiating the scope of the work and monitoring contractor work.

MINIMUM QUALIFICATIONS:

High school diploma or GED; **AND**

(A) Bachelor's or Associate's degree in Computer Science (or a closely related field) **AND** two (2) years work experience supporting or maintaining computer systems, through troubleshooting user problems.

OR


(B) Three (3) years of work experience as stated in (A).

SPECIAL REQUIREMENT:

A valid New York State Class D driver's license is required at time of appointment. This license must be maintained throughout appointment to this title.

DEADLINE FOR APPLICATION IS AT 5:00 PM ON Monday, December 6, 2021. APPLICATION WILL BE ACCEPTED THROUGH THAT DATE IN ROOM 103A, CITY HALL. PLEASE **BE CERTAIN THAT YOUR APPLICATION IS COMPLETE** AND DESCRIBES ALL RELEVANT EXPERIENCE. APPLICATIONS WILL BE REVIEWED BASED UPON THE INFORMATION SUPPLIED. Resumes may accompany but will not be accepted in place of a City of Rochester employment application. Applications may be obtained at City Hall, on the City's website: www.cityofrochester.gov, or by sending a self-addressed, stamped envelope to Human Resource Management, City Hall, 30 Church Street, Room 103A, Rochester, NY 14614.

Application must be received or post marked by the final filing date, otherwise this application will be rejected.


Zaida Santiago, Staffing Consultant

EEO/Americans with Disabilities Act Employer