

Help Desk Technician Tompkins County

Department: Information and Technology Services Department

Classification: Competitive

Labor Grade: White Collar Grade 12

Approved: 3/2026

By: HB, Deputy Commissioner of Human Resources

MINIMUM QUALIFICATIONS: Either

(A) Graduation from a regionally accredited or New York State registered college or university with an Associate's degree in Computer Science, Information Technology, or a closely related field; OR

(B) 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 equivalent, providing technical support or troubleshooting computer hardware, software, or network systems in a help desk or user support environment; OR

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

SPECIAL REQUIREMENT:

Possession of a valid New York State driver's license at time of appointment or otherwise demonstrate the ability to meet the transportation needs of the position.

DISTINGUISHING FEATURES OF THE CLASS:

The work involves responsibility for providing first-level technical assistance and support to users of County information technology systems. Incumbents receive requests for service, diagnose and troubleshoot routine computer hardware, software, and network connectivity issues, and provide guidance to users regarding the proper operation of information technology resources. Work is typically performed through telephone, email, remote support tools, and in-person assistance.

Incumbents are responsible for documenting and tracking service requests, prioritizing incidents based on urgency, and referring more complex technical issues to higher-level technical staff when necessary. Work is performed under the general supervision of a higher-level information technology professional. Supervision of others is not normally a function of this class. Does related work as required.

TYPICAL WORK ACTIVITIES:

- Receives and responds to requests for assistance related to computer hardware, software applications, and network services;
- Provides first-line troubleshooting and diagnosis of routine computer and peripheral equipment problems;
- Logs and tracks service requests and incidents using a help desk or ticket tracking system;
- Prioritizes service requests and escalates unresolved or complex issues to appropriate technical staff;
- Provides assistance to users through telephone, email, remote support tools, or on-site support;
- Assists with installation, configuration, and setup of personal computers, mobile devices, and peripheral equipment;
- Assists users with password resets, account access, and basic system configuration;
- Provides instruction and guidance to users on the operation of computer hardware, software applications, and County technology systems;
- Maintains documentation related to service requests, troubleshooting procedures, and solutions;

- Assists with maintaining inventory records of computer hardware and software;
- Performs follow-up communication with users to ensure problems are resolved;
- Assists in preparing user guides, documentation, and training materials;
- Attends training sessions and workshops to maintain knowledge of current technologies and support procedures.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Good knowledge of personal computer hardware, operating systems, and commonly used software applications;
- Good knowledge of computer terminology and basic networking concepts;
- Working knowledge of help desk procedures and technical support practices;
- Working knowledge of remote diagnostic and troubleshooting tools;
- Ability to diagnose and resolve routine technical problems;
- Ability to explain technical information clearly to non-technical users;
- Ability to establish and maintain effective working relationships;
- Ability to maintain records and prepare reports;
- Ability to communicate effectively both orally and in writing;
- Customer service orientation;
- Good judgment, initiative, patience, and reliability;
- Physical condition commensurate with the demands of the position.

Originally Created 3/2026

H48