Senior Help Desk Technician
Tompkins County

Department: Information and Technology Services Department
Classification: Competitive
Labor Grade: White Collar Grade 13
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 a Bachelor's degree in Computer Science, Information Technology, or a closely related field and one (1) year of full-time paid experience providing technical support in a help desk, information technology support, or similar environment; OR

(B) 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 and three (3) years of full-time paid experience providing technical support in a help desk, information technology support, or similar environment; OR

(C) Graduation from high school or possession of a high school equivalency diploma and five (5) years of full-time paid experience providing technical support in a help desk, information technology support, or similar environment; OR

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

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 advanced technical support and coordination of help desk operations for County information technology systems. Incumbents perform complex troubleshooting of computer hardware, software, network connectivity, and related systems while serving as a senior resource to Help Desk Technicians and other staff.

Employees in this class may assist in coordinating help desk activities, assigning service requests, maintaining help desk documentation, and ensuring service standards are met. The incumbent may also assist with training staff and users and may participate in the development of procedures and standards for help desk operations.

Work is performed under the general supervision of a higher-level information technology administrator. Supervision may be exercised over Help Desk Technicians or other technical staff as assigned. Does related work as required.

TYPICAL WORK ACTIVITIES:

- Provides advanced troubleshooting and technical support for computer hardware, software applications, network connectivity, and peripheral devices;
- Serves as a technical resource for Help Desk Technicians in resolving complex support issues;
- Assigns and monitors help desk service requests to ensure timely response and resolution;
- Maintains and monitors the help desk ticket tracking system and service performance metrics;
- Investigates and resolves escalated technical problems that cannot be addressed by first-level support staff;
- Installs, configures, and maintains computer hardware, operating systems, and related software;
- Assists in maintaining user accounts, permissions, and system access controls;

- Coordinates communication with departments regarding system outages, upgrades, and service issues;
- Develops and maintains help desk documentation, knowledge base articles, and technical procedures;
- Assists in training help desk staff and County employees in the use of technology systems and applications;
- Assists in evaluating and recommending hardware, software, and technical support procedures;
- Participates in projects involving technology deployments, upgrades, and system implementations;
- Maintains records and prepares reports related to help desk operations and technical issues.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Thorough knowledge of personal computer hardware, operating systems, and commonly used software applications;
- Good knowledge of computer networks, system administration practices, and technical support procedures;
- Good knowledge of help desk operations, incident management, and service tracking systems;
- Ability to diagnose and resolve complex hardware, software, and network problems;
- Ability to analyze technical problems and develop effective solutions;
- Ability to coordinate and prioritize multiple technical support requests;
- Ability to communicate technical information clearly to both technical and non-technical personnel;
- Ability to train and assist technical staff and system users;
- Ability to establish and maintain effective working relationships;
- Ability to prepare technical documentation and reports;
- Initiative, sound judgment, reliability, and attention to detail;
- Physical condition commensurate with the demands of the position.

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