MADISON COUNTY DEPARTMENT OF HUMAN RESOURCES

COUNTY OFFICE BUILDING, PO BOX 636, WAMPSVILLE, NY 13163

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VACANCY ANNOUNCEMENT

COMPUTER SUPPORT SPECIALIST (HELPS PROGRAM)
(*COUNTY APPLICATION REQUIRED*- Go to: https://madison-portal.mycivilservice.com/)

2026 Hire Rate: $36.10/hr.

The Madison County Information Technology Department seeks a full-time Computer Support Specialist. This is a technical support position focused on adapting computers to departmental and user needs. The incumbent is responsible for adapting both computer hardware and software to meet the specific needs of the department or user and for troubleshooting, maintenance and repairing of computer hardware and software. The work is performed under the general supervision of a higher level staff person or the department head with some leeway allowed for the exercises of independent judgment. Does related work as required.

MINIMUM QUALIFICATIONS: Either:

A. Possession of an Associate's degree or higher in Accounting, Business Administration, 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, in the operation of a computer which shall have involved diagnosing and/or preventive maintenance of hardware, software and related peripheral equipment; OR
C. An equivalent combination of training and experience as outlined by the limits of (A) and (B) above.

NOTES:
1. Degree(s) must have been awarded by a college or university accredited by a regional, national or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree was awarded by an educational institution outside of the United States and its territories, the candidate must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the internet at http://www.cs.ny.gov/jobseeker/degrees.cfm. Candidates will be required to pay the evaluation fee.
2. Satisfactory study in Computer Science, Information Technology or a closely related field in a college, or university accredited by a regional, national or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education may be substituted for the above experience on a year-for-year basis.
3. Certificate in Microsoft Office User Specialist (MOUS) may be substituted for six (6) months of experience.
4. Certification in Cisco, Microsoft Certified Systems Engineer (MCSE), Microsoft Certified Systems Administrator (MCSA), Microsoft Certified Database Administrator (MCDBA), Microsoft Certified Desktop Support Technician (MCDST), Network+, A+, or a closely related certification may be substituted for two (2) years of experience.
5. Candidates must possess a valid New York State driver's license at time of appointment and maintenance of said license for the duration of appointment.

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