ITS SPECIALIST
Rockland County, NY

This position involves technical work of a complex nature in the office of the Rockland County District Attorney involving the responsibility for the coordinating of computer system projects and the installation of a variety of equipment in a networked system, including providing overall computer system support. The incumbent will also be responsible for training users as well as the troubleshooting of equipment. The work is performed under the general supervision of a higher-level administrator, and work guidance (e.g., lead work) may be provided to others. Does related work as required.

WORK DESCRIPTION (including but not limited to):
• Installs equipment, such as desktop and laptop personal computers, office information systems hardware, mobile units, and related peripherals, such as computer monitors, printers, scanners, etc.;
• Evaluates department needs and makes recommendations for the design, modification, and implementation of various computer processes;
• Meets with department staff to review computer-related priorities, resolve problems, monitor ongoing projects, etc.;
• Develops and conducts training programs for users, which includes scheduling and conducting sessions, developing training and procedure manuals, as well as providing ongoing technical support;
• Configures and installs hardware and software;
• Trains personnel to use job-specific programs;
• Sets up parameters for security purposes and maintains system security;
• Completes special administrative and technical projects as assigned;
• Reviews various computer system operations to determine proper interface with applicable programs;
• Performs maintenance on hardware, such as printers, modems, mobile units, etc.;
• Maintains an inventory control of all hardware and software;
• Keeps records of service contracts and service calls;
• Prepares reports as required.

REQUIRED QUALIFICATIONS:
1. A Bachelor's degree or higher in Computer Science, Information Technology, or a related field, and two (2) years of paid work experience which involved hands-on application, development or operation of computer program as a major function* of the work; or
2. Possession of an Associate’s degree in Computer Science, Information Technology, or a related field, and four (4) years of paid work experience as indicated above; or
3. Graduation from high school or possession of an equivalency diploma and six (6) years of paid work experience as indicated above.

*Major function of the work shall mean more than 50%.

SALARY AND BENEFITS:
Competitive salary and benefits which include medical, dental, vision, deferred compensation and membership in the NYS retirement system

If interested in the position, please email your resume, cover letter and resume to: Christine Bulusan
Office of the District Attorney, County of Rockland
1 South Main Street
Suite 500
New City, NY 10956
Fax # 845.638.5298
email: bulusanc@co.rockland.ny.us