



**Cortland County Finance  
and Administration  
Committee  
Committee Meeting  
~ Minutes ~**

60 Central Ave.  
Cortland, NY 13045  
[www.cortlandcountyny.gov](http://www.cortlandcountyny.gov)

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**Thursday, November 20, 2025**

**4:30 PM**

**Room 302**

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**Call to Order**

The meeting was called to order at 04:30 PM by Committee Chair Bischoff.

**1. Roll Call**

|                 |                                                                                                                                                                 |
|-----------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>PRESENT:</b> | Legislator Linda Jones, Legislator Joseph Nauseef, Legislator Sandra Price, Legislator Eugene Waldbauer, Legislator William McGovern, Legislator Cathy Bischoff |
| <b>ABSENT:</b>  |                                                                                                                                                                 |
| <b>EXCUSED:</b> | Minority Leader Beau Harbin                                                                                                                                     |

|                        |                                                                      |
|------------------------|----------------------------------------------------------------------|
| <b>Others Present:</b> |                                                                      |
| Michael Ponticiello    | County Administrator                                                 |
| Kevin Fitch            | Chair of the Legislature                                             |
| Savannah Hempstead     | Clerk of the Legislature                                             |
| Melanie Vilardi        | Executive Director, Cortland County Business Development Corporation |
| Paul Lutwak            | Chief Information Officer                                            |
| Christopher Newell     | Legislator                                                           |
| Keith VanGorder        | Legislator                                                           |
| Andrea Herzog          | Director of Finance (Remote)                                         |

**Resolutions**

**ON MOTION OF PAUL HEIDER**

**AGENDA ITEM NO. 1.**

**Abolish/Create Various Positions – Information Technology Department**

WHEREAS, the needs of the agency will be better served by abolishing and creating several positions in the Information Technology Department; AND

WHEREAS, the Public Works Committee recommends the abolishment of the following full-time positions:

- One – Computer Support Specialist (CSEA, Grade 9, \$19.5557-24.7524/hr, competitive class)
- Two – Network Technicians (CSEA, Grade 18, \$26.3374-33.3363/hr, competitive class)
- One – Computer Programmer (CSEA, Grade 24, \$32.8231-41.5458/hr, competitive class)

; AND

WHEREAS, the Public Works Committee recommends the creation of the following full-time positions:

- Two – Computer Support Technicians (CSEA, Grade 18, \$26.3374-33.3363/hr, competitive class)
- One – Network Specialist (CSEA, Grade 22, \$30.4484-38.5398/hr, competitive class)
- One – Senior Network Specialist (CSEA, Grade 25, \$34.1035-43.1664/hr, competitive class)
- One – Administrative Assistant (Management, Grade 5H, \$23.4039-31.1506/hr, competitive class)
- Two – Senior Computer Support Specialists (CSEA Grade 25, \$34.1035-43.1664/hr, competitive class)

; AND

WHEREAS, existing funds are available in A16805.51005 for these changes; NOW THEREFORE BE IT

RESOLVED, that the following positions are abolished effective November 23, 2025:

- One – Computer Support Specialist (CSEA, Grade 9, \$19.5557-24.7524/hr, competitive class)
- Two – Network Technicians (CSEA, Grade 18, \$26.3374-33.3363/hr, competitive class)

; AND BE IT FURTHER

RESOLVED, that the following position is abolished effective December 31, 2025:

- One – Computer Programmer (CSEA, Grade 24, \$32.8231-41.5458/hr, competitive class)

; AND BE IT FURTHER

RESOLVED, that the following positions are created with approval to fill effective November 24, 2025:

- Two – Computer Support Technicians (CSEA, Grade 18, \$26.3374-33.3363/hr, competitive class)
- One – Network Specialist (CSEA, Grade 22, \$30.4484-38.5398/hr, competitive class)
- One – Senior Network Specialist (CSEA, Grade 25, \$34.1035-43.1664/hr, competitive class)
- One – Administrative Assistant (Management, Grade 5H, \$23.4039-31.1506/hr, competitive class)
- Two – Senior Computer Support Specialists (CSEA Grade 25, \$34.1035-43.1664/hr, competitive class)

class)

|                  |                                                                                               |
|------------------|-----------------------------------------------------------------------------------------------|
| <b>RESULT:</b>   | <b>APPROVED (6 TO 0)</b>                                                                      |
| <b>MOVER:</b>    | Legislator Eugene Waldbauer                                                                   |
| <b>SECONDER:</b> | Legislator Linda Jones                                                                        |
| <b>AYES:</b>     | Linda Jones, Joseph Nauseef, Sandra Price, Eugene Waldbauer, William McGovern, Cathy Bischoff |
| <b>NAYS:</b>     | None                                                                                          |
| <b>EXCUSED:</b>  | Beau Harbin                                                                                   |
| <b>ABSENT:</b>   |                                                                                               |

### **Adjournment**

The meeting was adjourned at 04:31 PM.



## Personnel Change Justification Form

Requested Change: ☐ Abolish/Create ☐ Reallocation ☐ Abolish ☒ Create

Position Name (s): Create Senior Network Specialist Abolish \_\_\_\_\_

Bargaining Unit: CSEA

Purpose and Background:

Fiscal Impact: ☒ County Funded 100 % ☐ Grant Funded \_\_\_\_\_ % Grant Exp. Date \_\_\_\_\_

Current Grade/Salary of Position: Grade 25 Salary Range \$ 34,103.5 - 43,166.4/hr.

Requested Grade/Salary of Position: Grade \_\_\_\_\_ Salary Range \$ \_\_\_\_\_

Annual Increase: \$ \_\_\_\_\_ County Share: \$ \_\_\_\_\_ # of Positions Affected: \_\_\_\_\_

Goals: To better define the job duties

Operational Impact: Better service and accountability

Requested By:

[Signature]  
Signature of Requesting Department Head

10/27/2025  
Date

Personnel Officer Approval

[Signature]  
Signature of Personnel Officer

10/28/25  
Date

County Administrator Budget Impact Statement:

County Administrator Approval

[Signature]  
Signature of County Administrator

10/28/25  
Date

Statutory Committee Approval

\_\_\_\_\_  
Signature of Committee Chair after Committee Vote

\_\_\_\_\_  
Date



## Personnel Change Justification Form

Requested Change: ☐ Abolish/Create ☐ Reallocation ☐ Abolish ☒ Create

Position Name (s): Create Computer Support Technician (2) Abolish \_\_\_\_\_

Bargaining Unit: CSEA

Purpose and Background:

Fiscal Impact: ☒ County Funded 100 % ☐ Grant Funded \_\_\_\_\_ % Grant Exp. Date \_\_\_\_\_

Current Grade/Salary of Position: Grade 18 Salary Range \$ 26.3374 - 33.3363/hr.

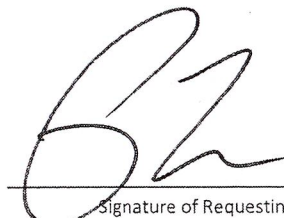
Requested Grade/Salary of Position: Grade \_\_\_\_\_ Salary Range \$ \_\_\_\_\_

Annual Increase: \$ \_\_\_\_\_ County Share: \$ \_\_\_\_\_ # of Positions Affected: \_\_\_\_\_

Goals: To better define job duties

Operational Impact: Better Service and accountability

Requested By:

  
\_\_\_\_\_  
Signature of Requesting Department Head

10/27/2025  
\_\_\_\_\_  
Date

Personnel Officer Approval

  
\_\_\_\_\_  
Signature of Personnel Officer

10/28/25  
\_\_\_\_\_  
Date

County Administrator Budget Impact Statement:

County Administrator Approval

  
\_\_\_\_\_  
Signature of County Administrator

10/28/25  
\_\_\_\_\_  
Date

Statutory Committee Approval

\_\_\_\_\_  
Signature of Committee Chair after Committee Vote

\_\_\_\_\_  
Date



## Personnel Change Justification Form

Requested Change: ☐ Abolish/Create ☐ Reallocation ☐ Abolish ☒ Create

Position Name (s): Create Network Specialist Abolish \_\_\_\_\_

Bargaining Unit: CSEA

Purpose and Background:

Fiscal Impact: ☒ County Funded 100 % ☐ Grant Funded \_\_\_\_\_ % Grant Exp. Date \_\_\_\_\_

Current Grade/Salary of Position: Grade 22 Salary Range \$ 30,448.4 - 38,539.8/hr

Requested Grade/Salary of Position: Grade \_\_\_\_\_ Salary Range \$ \_\_\_\_\_

Annual Increase: \$ \_\_\_\_\_ County Share: \$ \_\_\_\_\_ # of Positions Affected: \_\_\_\_\_

Goals: To better define the job duties

Operational Impact: Better service and accountability

Requested By:

Signature of Requesting Department Head

10/27/2015  
Date

Personnel Officer Approval

Signature of Personnel Officer

10/28/25  
Date

County Administrator Budget Impact Statement:

County Administrator Approval

Signature of County Administrator

10/28/25  
Date

Statutory Committee Approval

Signature of Committee Chair after Committee Vote

Date





## Personnel Change Justification Form

Requested Change: ☐ Abolish/Create ☐ Reallocation ☐ Abolish ☒ Create

Position Name (s): Create Administrative Assistant Abolish \_\_\_\_\_

Bargaining Unit: Management

Purpose and Background:

Fiscal Impact: ☒ County Funded 100 % ☐ Grant Funded \_\_\_\_\_ % Grant Exp. Date \_\_\_\_\_

Current Grade/Salary of Position: Grade 5H Salary Range \$ 23.4039 - 31.1506/hr

Requested Grade/Salary of Position: Grade \_\_\_\_\_ Salary Range \$ \_\_\_\_\_

Annual Increase: \$ \_\_\_\_\_ County Share: \$ \_\_\_\_\_ # of Positions Affected: \_\_\_\_\_

Goals: To assist the managerial staff

Operational Impact: To be more efficient and allow managerial staff to focus on IT issues.

Requested By:

Signature of Requesting Department Head

10/27/2025

Date

Personnel Officer Approval

Signature of Personnel Officer

10/28/25

Date

County Administrator Budget Impact Statement:

County Administrator Approval

Signature of County Administrator

10/28/25

Date

Statutory Committee Approval

\_\_\_\_\_  
Signature of Committee Chair after Committee Vote

\_\_\_\_\_  
Date



## Personnel Change Justification Form

Requested Change: ☐ Abolish/Create ☐ Reallocation ☐ Abolish ☒ Create

Position Name (s): Create Information Systems Engineer (2) Abolish \_\_\_\_\_

Bargaining Unit: CSEA

Purpose and Background:

Fiscal Impact: ☒ County Funded 100 % ☐ Grant Funded \_\_\_\_\_ % Grant Exp. Date \_\_\_\_\_

Current Grade/Salary of Position: Grade 26 Salary Range \$ 35,444.5 - 44,863.7/h

Requested Grade/Salary of Position: Grade \_\_\_\_\_ Salary Range \$ \_\_\_\_\_

Annual Increase: \$ \_\_\_\_\_ County Share: \$ \_\_\_\_\_ # of Positions Affected: \_\_\_\_\_

Goals: To better define job duties

Operational Impact: Better service and accountability

Requested By:

Signature of Requesting Department Head

10/27/2015

Date

Personnel Officer Approval

Signature of Personnel Officer

10/28/25

Date

County Administrator Budget Impact Statement:

County Administrator Approval

Signature of County Administrator

10/28/25

Date

Statutory Committee Approval

Signature of Committee Chair after Committee Vote

Date





## Personnel Change Justification Form

Requested Change: ☐ Abolish/Create ☐ Reallocation ☒ Abolish ☐ Create

Position Name (s): Create \_\_\_\_\_ Abolish Computer Programmer

Bargaining Unit: CSEA

Purpose and Background: Position is no longer needed in the organizational goals of the Informat. Technology Department

Fiscal Impact: ☒ County Funded 100 % ☐ Grant Funded \_\_\_\_\_ % Grant Exp. Date \_\_\_\_\_

Current Grade/Salary of Position: Grade 24 Salary Range \$ 32,8231 - 41,5458/hr

Requested Grade/Salary of Position: Grade \_\_\_\_\_ Salary Range \$ \_\_\_\_\_

Annual Increase: \$ \_\_\_\_\_ County Share: \$ \_\_\_\_\_ # of Positions Affected: \_\_\_\_\_

Goals:

Operational Impact:

Requested By:

[Signature]  
Signature of Requesting Department Head

10/27/2025  
Date

Personnel Officer Approval

[Signature]  
Signature of Personnel Officer

10/28/25  
Date

County Administrator Budget Impact Statement:

County Administrator Approval

[Signature]  
Signature of County Administrator

10/26/25  
Date

Statutory Committee Approval

\_\_\_\_\_  
Signature of Committee Chair after Committee Vote

\_\_\_\_\_  
Date



## Personnel Change Justification Form

Requested Change: ☐ Abolish/Create ☐ Reallocation ☒ Abolish ☐ Create

Position Name (s): Create \_\_\_\_\_ Abolish Network Technicians (2)

Bargaining Unit: CSEA

Purpose and Background: This position supplied Broad<sup>IT</sup> services to Cortland County

Fiscal Impact: ☒ County Funded 100 % ☐ Grant Funded \_\_\_\_\_ % Grant Exp. Date \_\_\_\_\_

Current Grade/Salary of Position: \_\_\_\_\_ Grade 18 Salary Range \$ 26.3374 - 33.3363/hr

Requested Grade/Salary of Position: \_\_\_\_\_ Grade \_\_\_\_\_ Salary Range \$ \_\_\_\_\_

Annual Increase: \$ \_\_\_\_\_ County Share: \$ \_\_\_\_\_ # of Positions Affected: \_\_\_\_\_

Goals: To better define the job duties

### Operational Impact:

Requested By:

[Signature]  
Signature of Requesting Department Head

10/27/2025  
Date

Personnel Officer Approval

[Signature]  
Signature of Personnel Officer

10/28/25  
Date

### County Administrator Budget Impact Statement:

County Administrator Approval

[Signature]  
Signature of County Administrator

10/28/25  
Date

Statutory Committee Approval

\_\_\_\_\_  
Signature of Committee Chair after Committee Vote

\_\_\_\_\_  
Date



## Personnel Change Justification Form

Requested Change: ☐ Abolish/Create ☐ Reallocation ☒ Abolish ☐ Create

Position Name (s): Create \_\_\_\_\_ Abolish Information Systems Administrator

Bargaining Unit: CSEA

Purpose and Background: This position supplied broad IT services to Cortland County

Fiscal Impact: ☒ County Funded 100 % ☐ Grant Funded \_\_\_\_\_ % Grant Exp. Date \_\_\_\_\_

Current Grade/Salary of Position: \_\_\_\_\_ Grade 25 Salary Range \$ 34,1035-43,1664/hv

Requested Grade/Salary of Position: \_\_\_\_\_ Grade \_\_\_\_\_ Salary Range \$ \_\_\_\_\_

Annual Increase: \$ \_\_\_\_\_ County Share: \$ \_\_\_\_\_ # of Positions Affected: \_\_\_\_\_

Goals: To better define the job duties

### Operational Impact:

Requested By:

[Signature]  
Signature of Requesting Department Head

10/27/2025  
Date

Personnel Officer Approval

[Signature]  
Signature of Personnel Officer

10/28/25  
Date

### County Administrator Budget Impact Statement:

County Administrator Approval

[Signature]  
Signature of County Administrator

10/28/25  
Date

Statutory Committee Approval

\_\_\_\_\_  
Signature of Committee Chair after Committee Vote

\_\_\_\_\_  
Date



## Personnel Change Justification Form

Requested Change: ☐ Abolish/Create ☐ Reallocation ☒ Abolish ☐ Create

Position Name (s): Create \_\_\_\_\_ Abolish Computer Support Specialist

Bargaining Unit: CSEA

Purpose and Background: This position supplied broad IT services to Cortland County

Fiscal Impact: ☒ County Funded 100 % ☐ Grant Funded \_\_\_\_\_ % Grant Exp. Date \_\_\_\_\_

Current Grade/Salary of Position:

Grade 9

Salary Range \$ 19.5557-24.7524/hr

Requested Grade/Salary of Position:

Grade \_\_\_\_\_

Salary Range \$ \_\_\_\_\_

Annual Increase: \$ \_\_\_\_\_ County Share: \$ \_\_\_\_\_ # of Positions Affected: \_\_\_\_\_

Goals: To better define the job duties

### Operational Impact:

Requested By:

Signature of Requesting Department Head

10/27/2025  
Date

Personnel Officer Approval

Signature of Personnel Officer

10/28/25  
Date

### County Administrator Budget Impact Statement:

County Administrator Approval

Signature of County Administrator

10/28/25  
Date

Statutory Committee Approval

\_\_\_\_\_  
Signature of Committee Chair after Committee Vote

\_\_\_\_\_  
Date

Jurisdiction: Cortland County  
Jurisdictional Class: Competitive  
Adopted:

## **SENIOR NETWORK SPECIALIST**

### **DISTINGUISHING FEATURES OF THE CLASS:**

The work involves responsibility for the installation and maintenance of Local Area Network (LAN) components, end-user network services and basic network administration activities in one or more county departments. The incumbent installs, modifies and maintains a variety of network hardware, (including firewalls, switches, access points) software and peripheral components; diagnoses and resolves network problems. The work is performed under the supervision of a higher level administrator with leeway allowed for the exercise of independent judgment in carrying out details of the work and differs from Network Specialist by virtue of the level of responsibility and the increased level of independent judgment. Does related work as required.

### **TYPICAL WORK ACTIVITIES:** (Illustrative only)

Installs, modifies and maintains Local Area Network (LAN) and Wide Area Network (WAN) components;

Coordinates with commercial vendors and State agencies regarding network problems and upgrades as required;

Oversees projects related to LAN components, end-user network services and basic network administration;

Assists with ordering new network equipment and/or software

Monitors network logs, identifies and mediates network congestion. Performs backups of all network equipment.

Installs, monitors and maintains wireless system.

Works closely with security professionals to maintain a secure network.

Creates and maintains a variety of records and reports related to network installation, maintenance and user support activities;

Attends training classes and seminars to remain current in the field;

Perform inventory control and maintenance for hardware and software;

Runs, installs, and tests network drops and patching where needed;

Identifies and troubleshoots hardware and software technical problems related to network LANs/WANs;

Creates, edits, and modifies network documentation to accurately reflect the current environment;

Provides software support or direction to end users as appropriate;

May oversee the work of subordinate personnel.

### **FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Thorough knowledge of LAN hardware, software and peripheral equipment;

Thorough knowledge of Wireless Access systems and equipment;

Thorough knowledge of door access systems and other physical security systems;

Thorough knowledge of the principles and practices of installing, modifying and maintaining local area network hardware, network cabling, software and peripheral equipment;



Thorough knowledge of the operation of personal computer hardware and software;  
Thorough knowledge of Windows operating systems;  
Working knowledge of county programs, priorities and initiatives as they relate to information technology;  
Ability to follow and adhere to security protocols and policies;  
Ability to install, update and maintain LAN hardware, software and peripheral equipment;  
Ability to diagnose hardware and software problems and devise a resolution for the problem;  
Ability to understand and interpret complex oral instructions and/or written directions;  
Ability to create clean and concise written directions and protocols;  
Ability to establish and maintain effective working relationships with others;  
Ability to communicate effectively both orally and in writing;  
Physical condition commensurate with the demands of the position;

**MINIMUM QUALIFICATIONS:** Either:

- (a) Possession of a Bachelor's degree or higher in computer science or computer information systems, or closely related field, and (2) years of experience installing, modifying and maintaining a local area network; OR
- (b) Possession of an Associate's degree or higher as defined in (a) and three (3) years of experience as defined in (a); OR
- (c) Possession of a high school diploma or equivalency diploma and five (5) years of experience as defined in (a); OR
- (d) An equivalent combination of training and experience as defined by the limits of (a), (b), and (c), or other experience that can demonstrate the ability to perform all duties.

**NOTE:**

Your degree 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 the United States and its territories, you 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>. You must pay the required evaluation fee.



Jurisdiction: Cortland County  
Jurisdictional Class: Competitive  
Adopted:

## **NETWORK SPECIALIST**

### **DISTINGUISHING FEATURES OF THE CLASS:**

The work involves responsibility for the installation and maintenance of Local Area Network (LAN) components, end-user network services and basic network administration activities in one or more county departments. The incumbent installs, modifies and maintains a variety of network hardware, (including firewalls, switches, access points) software and peripheral components; diagnoses and resolves network problems. The work is performed under the supervision of a higher level administrator with leeway allowed for the exercise of independent judgment in carrying out details of the work. Does related work as required.

### **TYPICAL WORK ACTIVITIES:** (Illustrative only)

Installs, modifies and maintains Local Area Network (LAN) and Wide Area Network (WAN) components;  
Coordinates with commercial vendors and State agencies regarding network problems and upgrades as required;  
Assists with ordering new network equipment and/or software;  
Monitors network logs, identifies network congestion. Performs backups of all network equipment;  
Installs, monitors and maintains wireless system;  
Works closely with security professionals to maintain a secure network;  
Creates and maintains a variety of records and reports related to network installation, maintenance and user support activities;  
Attends training classes and seminars to remain current in the field;  
Performs inventory control and maintenance for hardware and software;  
Runs, installs, and tests network drops and patching where needed;  
Identifies and troubleshoots hardware and software technical problems related to network LANs/WANs;  
Creates, edits, and modifies network documentation to accurately reflect the current environment;  
Provides software support or direction to end users as appropriate.

### **FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Good knowledge of LAN hardware, software and peripheral equipment;  
Good knowledge of Wireless Access systems and equipment;  
Good knowledge of the principles and practices of installing, modifying and maintaining local area network hardware, network cabling, software and peripheral equipment;  
Good knowledge of the operation of personal computer hardware and software;  
Good knowledge of Windows operating systems;  
Working knowledge of county programs, priorities and initiatives as they relate to information technology;  
Ability to follow and adhere to security protocols and policies;  
Ability to install, update and maintain LAN hardware, software and peripheral equipment;  
Ability to diagnose hardware and software problems and devise a resolution for the problem;

Ability to understand and interpret oral instructions and/or written directions;  
Ability to establish and maintain effective working relationships with others;  
Ability to communicate effectively both orally and in writing;  
Physical condition commensurate with the demands of the position;

**MINIMUM QUALIFICATIONS:** Either:

- (a) Possession of an Associate's degree or higher in computer science or computer information systems, or closely related field and two (2) years of experience installing, modifying and maintaining a local area network; OR
- (b) Possession of a high school diploma or equivalency diploma and three (3) years of experience as defined in (a); OR
- (c) An equivalent combination of training and experience as defined by the limits of (a) and (b), or other experience that can demonstrate the ability to perform all duties

**NOTE:**

Your degree 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 the United States and its territories, you 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>. You must pay the required evaluation fee.

Jurisdiction: Cortland County  
Jurisdictional Class: Competitive  
Adopted:

## **COMPUTER SUPPORT TECHNICIAN**

### **DISTINGUISHING FEATURES OF THE CLASS:**

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.

### **TYPICAL WORK ACTIVITIES:** (Illustrative only)

Responds to calls and support tickets from departments for malfunctions in computer hardware and/or software;

Provides first-line diagnosing/trouble-shooting of computer problems relating to software packages, basic hardware issues, and/or security and password problems;

Diagnoses and repairs computer hardware and peripheral equipment;

Installs, configures, and maintains computer hardware, associated operating system software and peripheral equipment;

Tests and evaluates new desktop computer hardware, associated operating system software and peripheral equipment;

Performs routine minor computer and peripheral equipment maintenance;

Refers questions and non-routine problems involving computer hardware, connectivity, software and peripheral equipment associated with the computer system to the appropriate technician;

Collects information with municipal and State personnel as part of software support;

Recommends computer hardware and software to support the user's requests;

Communicates with vendors and other technical support personnel to aid in the solution of problems regarding computer hardware, software, telecommunications equipment, lines, service options, maintenance, etc;

Conducts follow-up checks to ensure that problems are resolved to each user's satisfaction;

Completes forms and maintains a variety of records.

### **FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Good knowledge of the use and operation of computers and related peripheral equipment;

Good knowledge of principles and practices of diagnosis, maintenance and repair of computers and related peripheral equipment;

Working knowledge of office terminology and procedures;

Ability to operate a computer and related peripheral equipment;

Ability to follow oral and written instructions; ability to develop effective working relationships and deal diplomatically with the public, employees, and other work contacts;

Ability to express oneself clearly and concisely, both orally and in writing; integrity and sound judgment;

Good computer skills;

Good ability and willingness to train others in the use of new computer programs and operations;  
Good knowledge of policies, procedures and regulations;  
Good knowledge of departmental programs and projects;  
Ability to understand and follow written and oral instructions and materials;  
Ability to work effectively with others;  
Ability to work in groups and independently;  
Physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:** Either:

- (a) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees 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, 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 defined by the limits of (a) and (b), or other experience that can demonstrate the ability to perform all duties

**NOTE:**

Degree 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 the degree was awarded by an educational institution outside of the United States and its territories, applicant must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. Applicants must pay the required evaluation fee.

Jurisdiction: Cortland County  
Jurisdictional Class: Competitive  
Adopted:

## **INFORMATION SYSTEMS ENGINEER**

### **DISTINGUISHING FEATURES OF THE CLASS:**

The work involves responsibility for designing, creating, maintaining, administering, upgrading, patching, and monitoring the performance of virtual and physical servers. Designing, creating, maintaining, revising, and testing of backup strategies for local, cloud and DR sites. Maintaining the security and efficiency of network devices. Creating and maintaining user accounts. Managing active directory, email, and phone systems. The work is performed under the supervision of a higher level administrator with leeway allowed for the exercise of independent judgment in carrying out details of the work. Does related work as required.

### **TYPICAL WORK ACTIVITIES:** (Illustrative only)

Analyzes information technology needs including projects proposed for computerization or automation, and determines the most effective and secure methods for meeting those needs; Researches, identifies and/or modifies existing computer hardware, software and peripheral equipment to meet information technology needs;  
Performs network systems administration including performing system backups, deleting unauthorized applications and surplus files, and upgrading hardware and software;  
Trains end-users to use network hardware, software and peripheral equipment;  
Provides end-user support including diagnosing and resolving hardware and software problems;  
Meets and consults with vendors, consultants and others regarding information technology needs;  
Creates and maintains a variety of records and reports related to information technology;  
Attends training conferences and seminars to remain current in the field.

### **FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Thorough knowledge of LAN hardware, Windows server software and peripheral equipment;  
Thorough knowledge of the principles and practices of designing, installing, modifying and local area network hardware, software and peripheral equipment;  
Thorough knowledge of the operation of personal computer hardware and software;  
Working knowledge of county programs, priorities and initiatives as they relate to information technology;  
Ability to analyze programs and services in need of computerization or automation;  
Ability to design, install, update and maintain server hardware, software and peripheral equipment;  
Ability to diagnose hardware and software problems and devise a resolution for the problem;  
Ability to communicate effectively both orally and in writing;  
Ability to establish and maintain effective working relationships with others;  
Physical condition commensurate with the demands of the position.

### **MINIMUM QUALIFICATIONS:** Either:

- (a) Possession of a Bachelor's degree or higher in information systems management, computer science, information technology or closely related field and two (2) years of



experience in network administration, information systems management, or analyzing business processes for computerization or automation; OR

- (b) Possession of an Associate's degree or higher and three (3) years of experience as defined in (a); OR
- (c) Possession of a high school diploma or equivalency diploma and five (5) years of experience as defined in (a); OR
- (a) An equivalent combination of training and experience as defined by the limits of (a), (b), and (c), or other experience that can demonstrate the ability to perform all duties.

**NOTE:**

Degree 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 the degree was awarded by an educational institution outside of the United States and its territories, applicant must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. Applicants must pay the required evaluation fee.