



USER SERVICES LIAISON

Dutchess County Office of Central and Information Services (OCIS)

Salary Range: \$54,755 (2024 Salary)

This is a provisional position in the Dutchess County Office of Central and Information Services pending a future civil service exam. This is a technical position which involves responsibility for assisting user agencies in resolving problems with existing computer systems. The incumbent works with users in implementing new production jobs and in filling special requests. Work is performed under the general supervision of a higher level employee. Supervision over others is not normal a function of this class.

TYPICAL WORK ACTIVITIES:

Receives user problems, referring the user or assigning the problem to the correct area; Coordinates problem solving efforts regarding terminals and data communication lines with vendors and system users; Supplies supervisor with reports of equipment and data communication problems; Assists user departments in implementing new production jobs and special requests; Receives and acts on special requests from the private sector for operational services and assists the user community in the development of Ad Hoc reports using data analyzer; Maintains project logs and program maintenance logs for system and operational problems using a project tracking system; Schedules computer time for job reruns with the supervisor; Assists in the execution of new or modified job streams and verifies operational documentation; Monitors and takes appropriate action using the information available from a voice recorder;

MINIMUM QUALIFICATIONS:

- EITHER: (A) Associate's Degree in Computer Information Systems (CIS) or a related field;
- OR: (B) Graduation from high school or possession of a high school equivalency diploma and two (2) years of full-time work experience which primarily involved work in a help desk environment, assisting users in resolving problems;
- OR: (C) An equivalent combination of training and experience as indicated in (A) and (B) above.

NOTE: A certification from an accredited educational institution in the subject of computer support or Cloud computing may be substituted for up to a maximum of one year of required work experience.

NOTE: Your degree or college credit 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.

FINGERPRINTING: A fingerprint supported background investigation is required before an appointment is made to some positions. Pursuant to New York State Executive Law, the Division of Criminal Justice Services requires that a fee accompany each such request for a search. It is due once a job offer is made and accepted by the applicant.

For immediate consideration, submit an application on or before 7/20/2025.

Apply online at www.dutchessny.gov/jobs,

OR

Download an application from www.dutchessny.gov/jobs,

and mail it to the Dutchess County Department of Human Resources, 22 Market Street,
Poughkeepsie, NY 12601

An EEO/AA Employer

Posted: 7/3/25