



200 NORTHERN CONCOURSE
PO BOX 4949
SYRACUSE, NY 13221-4949

Central New York's Water Authority
www.ocwa.org

PHONE: (315) 455-7061
FAX: (315) 455-6649

OCWA Title: Information Technology Support Specialist

(Civil Service job [#03532](#) Junior Enterprise Support Specialist)

Job type

Full time, non-exempt

Competitive, Provisional*

Summary

OCWA – Central New York's Water Authority is currently seeking candidates for a Junior Enterprise Support Specialist to join the Information Technology Department. This position is responsible for supporting all technology throughout the Enterprise including Handhelds, Laptops, Desktops, Servers, Printers, Networks, and Software System(s) which is used on them. Candidate will provide user support and training for various technology applications. This position requires knowledge of current technology trends and troubleshooting techniques. Supervision is not a function of the position.

Duties

- Responds to user questions/problems with the use of any supported hardware or software
- Work with vendors to submit and follow up on trouble tickets
- Troubleshoots Networking and Printing problems
- Maintains Network Integrity through safe Cyber Security practices
- Identifies missing software patches and assists users accordingly
- Maintains records for hardware inventory and upgrade
- Other duties as assigned

Minimum Qualifications

- A. Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a bachelors' degree in computer science or a closely related field; or,
- B. 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 or a closely related field and one (1) year of work experience, or its part time equivalent, supporting an Enterprise System or other software system which is used to provide core services across an organization and on which other applications are dependent on.

How to Apply

To apply please visit www.ocwa.org and fill out the general employment application. Applications must be received by November 29, 2021 to receive full consideration.



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OCWA is a civil service agency under the jurisdiction of the Onondaga County Personnel Department. Hiring is in accordance with Onondaga County and New York State civil service regulations. For full job specification and more information about civil service please visit www.ongov.net/employment/.

*In the absence of a valid list, hiring will be done provisionally and in accordance with Civil Service guidelines. The successful candidate will be required to take the Junior Enterprise Support Specialist examination, when scheduled, and must score among the top three highest scoring individuals taking the examination to retain their position.

About OCWA

OCWA is composed of a dedicated, professional workforce that is committed to providing customers with a safe, reliable, and economical water supply.

OCWA provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, disability, genetic information, marital status, amnesty, or status as a covered veteran in accordance with applicable federal, state and local laws. OCWA complies with applicable state and local laws governing non-discrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including, but not limited to, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.