



Ontario County Department of Human Resources
3019 County Complex Drive
Canandaigua, NY 14424
www.co.ontario.ny.us ~ ~ (585) 396-4465

Vision: A vibrant community where every citizen has the opportunity to be healthy, safe and successful

Mission: Provide strategic and responsive public services that are fiscally responsible and sensitive to the diverse and changing needs of our community

JOB OPENING NOTICE

JOB POSTING #: 26-028 **POSTING DATE*: FROM:** 03/31/2026 **TO:** 04/10/2026

JOB TITLE: Technical Support Manager (Pending)

RATE OF PAY: \$47.53/hr.

LOCATION: Ontario County Information Technology Department

MINIMUM QUALIFICATIONS AS SHOWN ON JOB DESCRIPTION

MINIMUM QUALIFICATIONS – OPEN-COMPETITIVE: EITHER:

1. Possession of a Bachelor's Degree, or higher, in Computer Science or a closely related field AND two (2) full-time paid work experience, or its part-time equivalent, in the installation, maintenance and technical support of computer software and hardware applications of which one (1) year must have been in a supervisory capacity; OR
2. Possession of an Associate's Degree AND four (4) full-time paid work experience, or its part-time equivalent, in the installation, maintenance and technical support of computer software and hardware applications, two (2) years of which must have been in a supervisory capacity; OR
3. Graduation from high school or possession of a high school equivalency diploma AND six (6) full-time paid work experience, or its part-time equivalent, in the installation, maintenance and technical support of computer software and hardware applications, two (2) years of which must have been in a supervisory capacity; OR
4. An equivalent combination of education/training and experience as defined by the limits of (1), (2) and (3) above.

MINIMUM QUALIFICATIONS – PROMOTIONAL: Must possess in the Ontario County Information Technology Department; EITHER:

1. One (1) year of Permanent Competitive status as a Business Analyst or a Network Analyst; OR
2. Two (2) years of Permanent Competitive status as a Technical Specialist (Information Systems); OR
3. A combination of (1) and (2) which equals no less than two (2) years of service in the Ontario County Information Technology Department.

APPLICATION DEADLINE / LAST FILING DATE*: 4/10/26 or until filled

* Last filing date established for an announced exam always supersedes posting date.

HOW TO APPLY: All applications must be received through the [Ontario County Civil Service Employment Portal](#).

Ontario County is an Equal Opportunity Employer and, as such, offers equal opportunities for all qualified applicants with no discrimination as to age, race, color, creed, sex, national origin, sexual orientation, military status, predisposing genetic characteristics, marital status, domestic violence victim status, disabilities or, in certain circumstances pursuant to Executive Law 296, conviction record. Any person with a disability requesting reasonable accommodations in order to participate in examinations will be accommodated.

Rev. 7/22/2020

TECHNICAL SUPPORT MANAGER

QUALIFICATIONS:

County Values: All employees of Ontario County are expected to uphold and exhibit the County's shared values and behaviors to achieve the County's Vision and Mission.

MINIMUM QUALIFICATIONS – OPEN-COMPETITIVE: EITHER:

1. Possession of a Bachelor's Degree, or higher, in Computer Science or a closely related field AND two (2) full-time paid work experience, or its part-time equivalent, in the installation, maintenance and technical support of computer software and hardware applications of which one (1) year must have been in a supervisory capacity; OR
2. Possession of an Associate's Degree AND four (4) full-time paid work experience, or its part-time equivalent, in the installation, maintenance and technical support of computer software and hardware applications, two (2) years of which must have been in a supervisory capacity; OR
3. Graduation from high school or possession of a high school equivalency diploma AND six (6) full-time paid work experience, or its part-time equivalent, in the installation, maintenance and technical support of computer software and hardware applications, two (2) years of which must have been in a supervisory capacity; OR
4. An equivalent combination of education/training and experience as defined by the limits of (1), (2) and (3) above.

SPECIAL NOTE: EDUCATION: 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.

MINIMUM QUALIFICATIONS – PROMOTIONAL: Must possess in the Ontario County Information Technology Department; EITHER:

1. One (1) year of Permanent Competitive status as a Business Analyst or a Network Analyst; OR
2. Two (2) years of Permanent Competitive status as a Technical Specialist (Information Systems); OR
3. A combination of (1) and (2) which equals no less than two (2) years of service in the Ontario County Information Technology Department.

DISTINGUISHING FEATURES OF THE CLASS: This position is responsible for supervising, training, and directing support staff responsible for the configuration, installation, implementation of network devices, PC's and other technology equipment. The work includes providing technical assistance in troubleshooting and equipment repair for devices on the network. An incumbent in this position is also responsible for researching and recommending improved hardware and software options and following the latest technological advances. While the ability to exercise independent judgement is required, general supervision is received from administrative personnel. Direct supervision is exercised over assigned personnel. Does related work as required.

TECHNICAL SUPPORT MANAGERTYPICAL WORK ACTIVITIES: (Illustrative only)

Leads and manages a team of technical support staff, including hiring, training, coaching, and performance management;

Oversees the Help Desk tech support ticket queue and assist staff in resolving issues efficiently;

Develops and implements effective strategies, policies, and procedures to ensure efficient and high-quality technical support services;

Allocates assignments to support staff based on incoming requests for technical support and assistance;

Serves as an escalation point for complex customer issues and provide guidance and support to the team in resolving them;

Maintains records of all service transactions;

Develops and maintains a database of all equipment and parts for inventory and schedule of replacement;

Installs and repair physical network infrastructure cabling;

Purchases hardware, software, printers and all technology supply needs through various vendors while adhering to local government purchasing best practices;

Interfaces with vendors for products and services quotes, negotiate pricing and service contracts, and enter requisitions for approval;

Assists in preparation of budget to meet IT and infrastructure needs;

Oversees maintenance, troubleshooting and repair of peripherals including printers, monitors, and other technology equipment;

Provides hardware and software support to users;

Configures and maintains helpdesk software used to track work tickets;

Deploys upgrades and security patches through the helpdesk system;

Supervises IT staff members and provide constructive feedback and coaching; receive complaints and resolve issues;

Prepares activity and progress reports;

Assesses feasibility for new or additional equipment and software;

Develops and delivers on-the-job training programs to enhance the technical skills and knowledge of the IT staff;

Stays updated with the latest industry trends and technologies to ensure the team remains knowledgeable and competent in providing technical support;

Fosters a positive and collaborative work environment that promotes teamwork, accountability, and continuous learning;

Conducts regular performance evaluations and provide feedback and coaching to team members to support their professional growth and development.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of computer hardware, software and computer database programs;

Thorough knowledge of the laws, rules and regulations governing government purchases;

Thorough knowledge of the computer software industry;

Good knowledge of modern management and supervisory principles and practices;

Good knowledge of standard office practices and equipment;

Working knowledge of budget preparation and the budgetary process;

Skill in managing technical support operations, including developing and implementing support strategies, policies, and procedures;

Skill in using support tools and systems to manage and track customer issues;

Skill in technical troubleshooting and problem-solving skills to analyze complex issues and provide effective solutions;

TECHNICAL SUPPORT MANAGER

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:
(Continued)

Ability to develop, design, coordinate and/or deliver technology training;
Ability to utilize various software and computer database programs;
Ability to problem-solve user hardware and software problems;
Ability to form and maintain effective working relationships with others;
Ability to understand and empathize with customer needs and concerns;
Ability to maintain records and prepare written and statistical reports clearly and concisely;
Ability to plan, supervise and schedule the work of others;
Ability to communicate effectively in English both orally and in writing;
Ability to work in a fast-paced environment and capable of handling multiple priorities with a sense of urgency.

APPROVED: MARCH 19, 2026

CIVIL SERVICE CLASSIFICATION: COMPETITIVE

JURISDICTIONS: COUNTY

ONTARIO COUNTY DEPARTMENT OF HUMAN RESOURCES