



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 #: _____ **POSTING DATE*: FROM:** 8/6/26 **TO:** 8/17/26 or until filled

JOB TITLE: Information Technology Clerk (Pending)

RATE OF PAY: \$25.66 /hr

LOCATION: Ontario County Information Technology Department

NOTE: Candidate will be initially appointed on a provisional basis pending a civil service exam to be held later. To gain permanent status, the candidate must apply for the next exam and be successful according to the Rule of Three.

MINIMUM QUALIFICATIONS AS SHOWN ON JOB DESCRIPTION

MINIMUM QUALIFICATIONS – OPEN-COMPETITIVE: EITHER:

1. Possession of an Associate's degree, or higher; OR
2. Possession of a Technical Certification; OR
3. Graduation from high school or possession of a high school equivalency diploma AND two (2) years full-time paid, or its part-time equivalent, experience providing clerical office support or information technology support services.

APPLICATION DEADLINE / LAST FILING DATE*: 8/17/26 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

INFORMATION TECHNOLOGY CLERK

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.

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2. Possession of a Technical Certification; OR
3. Graduation from high school or possession of a high school equivalency diploma AND two (2) years full-time paid, or its part-time equivalent, experience providing clerical office support or information technology support services.

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 the required experience in any Ontario County Department; EITHER:

1. One (1) year of Permanent Competitive status as an Office Specialist II; OR
2. Two (2) years of Permanent Non-Competitive status as an Office Specialist II (HELP Program); OR
3. Two (2) years of Permanent Competitive status as an Office Specialist I; OR
4. Three (3) years of Permanent Non-Competitive status as an Office Specialist I (HELP Program); OR
5. A combination of (1), (2), (3), and (4) which equals no less than three (3) years of service in Ontario County.

DISTINGUISHING FEATURES OF THE CLASS: This position performs critical administrative functions in support of all department operations, including license management, contract management, record keeping, basic technical assistance, and other clerical duties. The incumbent provides in-office assistance to the department head and staff, and may be the first point of contact for employees and vendors. The work is performed under the direction and supervision from the Chief Information Officer and/or another administrative professional. Supervision over the work of others is not a responsibility of this position. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Effectively answers basic technical questions from employees (ex. Reset passwords, unlock account, set up MFA, printing issues, mobile device set-up) or makes referral to appropriate information technology staff;

INFORMATION TECHNOLOGY CLERKTYPICAL WORK ACTIVITIES: (Illustrative only) (Continued)

Manages database of all software and licensing management across multiple departments, including records of purchases, renewal dates, license numbers, installation locations and vendors and maintains accurate inventory;

Provides daily clerical support related to department operations including answers phones, receives and pays invoices, submits payrolls, electronically files documents, updates department calendar, and receives visitors;

Assists Chief Information Officer with various County processes (ex. annual budget, draft resolutions, schedule meetings, personnel requests);

Types documents, generates reports and maintains accurate files and databases;

Orders and receives office equipment and supplies;

Processes necessary journal entries and budget transfers;

Keeps accurate records of expenditures and inventory of materials purchased;

Processes departmental financial transactions and maintains complete and accurate supporting documentation;

Coordinates or assists with the processing of payments for departmental goods, services, and other authorized expenditures in accordance with established policies and procedures;

Generates financial data reports for budget development and monitoring;

Distribute department mail;

May assists Information Technology staff with setup, imaging, deployment, and inventory of computers, mobile devices, and related equipment;

Provides in-person office coverage and other related duties as assigned.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of computer hardware, software;

Good knowledge of standard office practices and equipment;

Working knowledge of basic computer troubleshooting methods;

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

Ability to continuously develop technical knowledge and skills;

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 interact with staff, coworkers, and the public in a friendly, service-oriented manner;

Ability to maintain records and prepare written and statistical reports clearly and concisely;

Ability to develop new record keeping files, maintain accurate records and complete data entry tasks;

Ability to exercise reliability, responsibility, dependability and fulfill obligations;

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;

Dependability; Tact; Initiative;

Physical condition commensurate with the demands of the position.

APPROVED: AUGUST 3, 2026

CIVIL SERVICE CLASSIFICATION: COMPETITIVE

JURISDICTIONS: COUNTY

ONTARIO COUNTY DEPARTMENT OF HUMAN RESOURCES