

JOB ANNOUNCEMENT

The City of Norwich announces a closed promotional and an open examination to fill a future vacancy and establish an eligibility list for the following classification:

58866 – INFORMATION TECHNOLOGY TECHNICIAN/USER SUPPORT

Finance Department

Open Until: Tuesday, November 22, 2022 at 04:30 PM EST

Rate of Pay: \$60,048.63 - \$65,270.25



General Description

This is responsible work involving hardware and software support on information technology devices. Work involves responsibility for providing help desk support for both hardware and software problems. Duties include setup of hardware and software for first-time users. Troubleshoots and diagnoses user problems via the help desk; documents, develops and maintains help desk log and tracking system. This work requires considerable knowledge, skill and ability in all aspects of help desk functions.

Qualifications

Associates degree in Computer Science or related field or at least one (1) year experience in desktop computer support or related field, or other combination of education and qualifying experience that provides a demonstrated ability to perform the duties of the position. Cisco and Microsoft certifications preferred.

Important Information

In order to be considered, applicants must demonstrate on their application they meet the minimum qualifications as stated in the job announcement. The city has a COVID vaccination policy. Candidates must be fully vaccinated at time of hire. Religious or medical exemptions may be considered.

You must reside within the State of Connecticut, 60 miles from Norwich within one year of appointment.

The complete job description is available online.

Examination will consist of 100% written or 100% oral or 100% experience and training.

*To apply visit our website at www.norwichct.org/hr.
For questions or additional information, call (860) 823-3836.*
AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER

11/1/2022

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