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# Waterloo Central School District

## Human Resources



### **VACANCY ANNOUNCEMENT**

Posting: 6/2/2026 to 6/16/2026

**POSITION:**                    **Network System Support Aide**  
12 Month Position, 8 Hours/Day

**\*A Civil Service Examination will be Required for this Position. Successful Candidates must be reachable on the Computer Support Specialist List from Seneca County Civil Service.**

#### **MINIMUM QUALIFICATIONS:**

- 1) Graduation from a regionally accredited or New York State registered college or university with an Associates' Degree in computer applications, computer and information science, information technology, information systems, information and computer sciences, information management, electronic data processing or related field; or
- 2) Graduation from high school or possession of a high school equivalency diploma and two years of user support experience in the operation of micro-computers and related peripheral equipment in a LAN based system; or
- 3) An equivalent combination of training and experience as defined by the limits of (1) and (2) above.

#### **DUTIES:**

- Answers incoming help desk calls and uses on-line diagnostic software, manuals and problem tracking logs to determine malfunctions;
- Refers problems that cannot be resolved to technical staff or a vendor and tracks service requests from inception to resolution;
- Records problems in manual or automated tracking log;
- Answers basic questions about how to use different types of software and hardware;
- Checks computer input and output for accuracy;
- Follows up on calls and reports on the status of calls;
- Ensures that calls which are unable to be answered by the incumbent are escalated and automatically routed/assigned to correct personnel;
- Operates miscellaneous office equipment;
- Keeps directory of users and prepares work-related reports;
- Other related duties as assigned by the Superintendent or designee.

#### **FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES & PERSONAL CHARACTERISTICS:**

Good knowledge operation of micro-computer hardware, software, peripherals and communication devices; good knowledge of software testing procedures and debugging techniques; ability to carry out

oral and written instructions; ability to perform prolonged fine finger movement on a keyboard; ability to read, understand and interpret technical and procedural manuals; ability to explain the use and capability of micro-computer hardware, software, peripherals and communication devices; ability to instruct users in software and hardware operations; ability to establish and maintain effective working relationships; ability to positively react to calls for computer software and hardware assistance; ability to work with personnel in varied departments.

**SALARY:** \$21.00/Hour, per individual contract of agreement.

**APPLICATION PROCEDURE:** Please apply online via Seneca County Civil Service under the title

**Computer Support Specialist:**

<https://seneca-portal.mycivilservice.com>

Please make sure to choose Waterloo School as the municipality you are applying for.

Waterloo School District is in compliance with the United States Civil Rights Act of 1964 and the Title IX Educational Amendment of 1972, Part 86, and Section 504 of the Rehabilitation Act of 1973. The School District provides equal employment opportunity to all individuals and does not discriminate on the basis of race, color, creed, national origin, disability, marital status, sexual orientation, gender, military/veteran status, genetic status, prior criminal record, or victim of domestic violence.

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