**COMPETITIVE**
**RHA $42,000 - $65,625**
**RHA 91357**

# IT MAINTENANCE & SUPPORT SPECIALIST II
**(Rochester Housing Authority)**

**DISTINGUISHING FEATURES OF THE CLASS:** Employees in this classification support routine operations and problem resolution of computing and/or communications functions at the Rochester Housing Authority. They work in technical support, IT operations, Help Desk, and similar environments, as well as in the field where equipment may be located.

They troubleshoot and resolve operating system, OSI layer 1-3 network, application, and hardware-related connectivity and integration issues. Other responsibilities include maintaining client access to cloud-based, local and mobile computing applications. This position reports directly to the IT Director. Daily, non-project tasks are driven by user-submitted service requests. Related work is performed as required. Non-traditional and on-call work hours may be required for special projects.

**TYPICAL WORK ACTIVITIES:**
- Evaluates, recommends, and actions the resolution of hardware, software, network, and connectivity issues;
- Evaluates computing, telecommunication, and network performance while recommending improvements;
- Installs, configures, and deploys a variety of hardware and software systems;
- Manages and maintains the technology ticketing system;
- Researches and recommends solutions for a variety of hardware and software;
- Writes and maintains procedures and work instructions department-wide.

**ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES:**
- Knowledge of supporting modern workstations, servers, and operating systems;
- Knowledge of network devices, their function, TCP/IP protocol, subnetting concepts, and basic troubleshooting;
- Skill in interfacing with users and co-workers;
- Skill with imaging devices, deploying them, and managing them remotely;
- Skill at prioritizing workload assigned by management and Help Desk requests;
- Ability to handle exposure to private, proprietary, and confidential information in an appropriate manner;
- Ability to support a mobile-enabled user-base, including mobile computers, tablets, and cellular telephones;
- Ability to manage user permissions in accordance with the organization's policy;
- Ability to think logically and creatively;
- Ability to possess an entry-level IT industry certification;
- Ability to read and understand modern technical materials;
- Ability to write procedures and work instructions while maintaining such documentation as they change.
- Ability to work both collaboratively and independently, managing time and meeting deadlines while communicating schedule slippage proactively and openly;
- Ability to manage and maintain an asset tracking system.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES:**
All entry level KSAs, PLUS:
- Knowledge and active compliance with the Rochester Housing Authority and department practices and procedures;
- Knowledge and active application of industry-accepted and adopted security standards and procedures;
- Knowledge of the organization's technical environment, including network operating systems, hardware and software, building sites, and telecommunications systems.

**MINIMUM QUALIFICATIONS:**

I. High school diploma or equivalent AND two (2) years of paid full-time or its part-time equivalent experience in computer systems support.

**SPECIAL REQUIREMENT:**
Possession of a Class D New York State Motor Vehicle Operator's license at the time of appointment, which must be maintained throughout tenure in this title.

**ADOPTED: OCTOBER 22, 2026**