DISTINGUISHING FEATURES OF THE CLASS:

This is specialized technical work involving the administration, support, maintenance, and documentation of cloud communications, telecommunications infrastructure, network connectivity, cloud identity services, and related information technology (IT) systems. The incumbent serves as a primary technical resource for the agency's cloud-based voice and unified communications platforms, cloud identity and access management systems, network infrastructure, and enterprise technology services. Responsibilities include system administration, troubleshooting, infrastructure documentation, implementation of technology solutions, vendor coordination, and support of information technology projects. The incumbent works closely with agency staff, information technology personnel, telecommunications providers, facilities personnel, contractors, and vendors to ensure the reliable and secure operation of communications and infrastructure systems. Supervision is received from a higher-level technical or administrative employee. Work may be performed outside of normal business hours to respond to service interruptions, participate in emergency support activities, and travel between agency facilities.

TYPICAL WORK ACTIVITIES:

Typical work activities for incumbents in this title include those listed below in addition to those work activities performed by lower-level titles. They are indicative of the level and types of activities performed by incumbents in this title. They are not meant to be all inclusive and do not preclude a supervisor from assigning activities not listed which could reasonably be expected to be performed by an employee in this title.

1. Administers and supports cloud-based voice-over-IP, unified communications, and telecommunications systems, including user devices, call routing and related services;
2. Installs, configures, monitors, maintains, and troubleshoots communications equipment, network devices, infrastructure components, and related information technology and communications systems;
3. Performs administration of cloud identity and access management systems, including user accounts, groups, licenses, authentication methods, access assignments, and security controls;
4. Supports cloud productivity platforms, collaboration services, email systems, and other enterprise technology solutions;
5. Maintains and coordinates infrastructure and telecommunications documentation;
6. Conducts site assessments and assists in planning infrastructure improvements and technology deployments;
7. Works with vendors, service providers, facilities personnel, contractors, and agency departments to coordinate approved technology projects, services and serves as a primary technical contact for incidents such as outages and operational issues;
8. Assists with system upgrades, migrations, testing, implementation, disaster recovery activities, and technology modernization initiatives;
9. Analyzes system performance and recommends improvements to enhance reliability, security, efficiency, and service delivery;

10. Ensures compliance with established cybersecurity policies, standards, and administrative controls;
11. Provides technical support, guidance, and training to agency personnel regarding communications, infrastructure, and technology systems;
12. Maintains service records, project documentation, support tickets, and associated technical reports.

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES:

Good knowledge of the principles, practices, and operation of cloud-based voice-over-IP, telecommunications, and unified communications systems, cloud identity and access management concepts, including user administration, authentication, licensing, and role-based access controls;
Good knowledge of computer systems, cloud productivity applications, email platforms, collaboration tools, and enterprise technology environments;
Good knowledge of network infrastructure principles, information security principles, cybersecurity best practices, account administration, and data protection requirements;
Knowledge of systems administration, infrastructure support, and technology project implementation practices;
Ability to administer communications systems, cloud services, user accounts, access controls, and related technology resources;
Ability to install, configure, maintain, and troubleshoot telecommunications, networking, and information technology equipment;
Ability to diagnose complex technical problems and implement appropriate corrective actions;
Ability to develop, maintain, and interpret technical diagrams, infrastructure records, inventories, and supporting documentation;
Ability to coordinate multiple projects, vendors, contractors, and technical resources effectively;
Ability to analyze operational needs and recommend practical technology solutions;
Ability to communicate effectively, both verbally and in writing;
Ability to establish and maintain effective working relationships with employees, technical staff, vendors, service providers;
Personal characteristics necessary to perform the duties of the position;
Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

EITHER:	(A)	Bachelor degree in Information Technology, Computer Science, Network Administration, Cybersecurity, Telecommunications, Information Systems, or a closely related field;
OR:	(B)	Associate degree in Information Technology, Computer Science, Network Administration, Cybersecurity, Telecommunications, Information Systems, or a closely related field and two (2) years of recent* full-time paid work experience supporting network infrastructure, communications systems, cloud services, systems administration, telecommunications, or related information technology

functions;

OR: (C) Graduation from high school or possession of a high school equivalency diploma and four (4) years of recent* full-time paid work experience supporting network infrastructure, communications systems, cloud services, systems administration, telecommunications, or related information technology functions;

OR: (D) An equivalent combination of education, training, and experience between the limits of (A), (B), and (C) above.

NOTE: Your degree or college credit 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.

NOTE: *Recent work experience is defined as work occurring within the ten (10) years immediately prior to the date of application.

Part-time work experience is not acceptable.

SPECIAL REQUIREMENT:

Possession of a valid Driver License to operate a motor vehicle in New York State at time of application and throughout employment.

COUNTY USE ONLY:

BARGANING UNIT: CSEA	**JURISDICTIONAL CLASSIFICATION: Competitive**
GRADE: 17	**FLSA Code: Eligible (07)**
REVISION HISTORY: 11/2/2026	