



# ONEIDA COUNTY GOVERNMENT

## NOTICE OF VACANCY

**DEPARTMENT:** Family and Community Services

**CIVIL SERVICE TITLE:** Support Investigator (NYHELP Program)



**CLASSIFICATION TYPE:** Non-Competitive

**SALARY (GRADE):** \$45,864 (23W) Plus Excellent Benefits

**APPLICATION DEADLINE:** December 31, 2026

**APPLY ONLINE\*:** <https://oneida-portal.mycivilservice.com/post/jobopps>

**DISTINGUISHING FEATURES OF THE CLASS:** Responsible for, but not limited to verifying the absence of a responsible person, establishing current location, verifying employment or other source of income, filing all necessary papers to establish or enforce a court order for child support. Services are provided to any person making application as prescribed by law. This position differs from that of Social Service Investigator, in that there is no responsibility for fraud investigation. The work is performed under general supervision from either a Senior Support Investigator or a Supervising Support Investigator, allowing incumbents considerable leeway in carrying out specific tasks. Supervision is not normally a responsibility of this class. The incumbent performs related work as required.

**MINIMUM QUALIFICATIONS:** Candidates must meet the minimum qualifications at time of application. Either:

- (A) Successful completion of sixty (60) credit hours, of which at least thirty (30) credit hours were completed in social work, sociology, psychology, business management or criminal justice; **OR**
- (B) Successful completion of thirty (30) credit hours, of which at least fifteen (15) credit hours were completed in social work, sociology, psychology, business management or criminal justice **AND** one (1) year of experience examining, investigating, interviewing, or evaluating claims and/or complaints; or in customer service\*; **OR**
- (C) Graduation from high school or possession of a high school equivalency diploma **AND** two (2) years of experience examining, investigating, interviewing, or evaluating claims and/or complaints; or in customer service\*.

**\*Customer Service:** Cashier experience will not be acceptable as a qualification.

**NOTES:**

1. Candidates **MUST** submit with application a copy of transcripts, if qualifying under (A) or (B).
2. Degree(s) 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 the degree was awarded by an educational institution outside the United States and its territories, the candidate must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. Candidates will be required to pay the evaluation fee.
3. Verifiable part-time experience will be pro-rated toward meeting full-time experience requirements.

**\*\*Oneida County is an equal opportunity employer\*\***

\*If you do not have internet access, paper applications can be picked up in the Personnel Department on the 6<sup>th</sup> Floor of the Oneida County Office Building. You may also request a paper application to be mailed by calling 315-798-5726

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