



ONEIDA COUNTY GOVERNMENT NOTICE OF VACANCY

DEPARTMENT: Department of Family and Community Services

CIVIL SERVICE TITLE: Senior Support Investigator (NY HELPS)

CLASSIFICATION TYPE: Non-Competitive

SALARY (GRADE): \$49,533 (25W) Plus Excellent Benefits

APPLICATION DEADLINE: December 31, 2026

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



DISTINGUISHING FEATURES OF THE CLASS: Employees in this class perform advanced work to determine the location and financial status of legally responsible parents whose families are in receipt of public assistance, as well as, non-public assistance clients, or to determine the nature of the support obligations to be pursued against parents whose families are applying for public assistance and non-public assistance families. Responsibilities include verifying the actual absence of the parent from the household, establishing current addresses, and establishing employment and/or other sources of income. Contacts are made with varied public and private agencies and individuals. The functional duties are similar to those of Support Investigator, except that through training and experience, Senior Support Investigators have gained the expertise to handle more complex problems and situations with less direct supervision. The work is performed under general supervision of a Supervising Support Investigator, and employees are permitted to exercise considerable initiative and judgment in evaluating individual situations. Completed work is evaluated by a supervisor to determine future course of action for each case. Supervision may be exercised over Support Investigators. 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) semester credit hours at a regionally accredited or NYS registered college or university, of which at least thirty (30) credit hours were completed in social work, sociology, psychology, business management or criminal justice, **AND** two (2) years of experience in social service-type programs examining, investigating, or evaluating claims and/or complaints for assistance, veterans, or unemployment benefits or a similar social service-type program operating under established criteria for eligibility; **OR**
- (B) Successful completion of thirty (30) credit hours at a regionally accredited or New York State registered college or university, of which at least fifteen (15) credit hours were completed in social work, sociology, psychology, business management or criminal justice, **AND** three (3) years of experience in social service-type programs examining, investigating, or evaluating claims and/or complaints for assistance, veterans, or unemployment benefits or a similar social service-type program operating under established criteria for eligibility.
- (C) Graduation from high school or possession of a high school equivalency diploma **AND** four (4) years of experience in social service-type programs examining, investigating, or evaluating claims and/or complaints for assistance, veterans, or unemployment benefits or a similar social service-type program operating under established criteria for eligibility.

PROMOTIONAL QUALIFICATIONS:

Candidates must have permanent, full-time competitive status for a period of **twelve (12) months as a Support Investigator** in the Oneida County Department of Family and Community Services immediately preceding the date of this examination.

NOTE:

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 on the Internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. Candidates will be required to pay the evaluation fee.

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

If you do not have internet access, paper applications can be picked up at the Oneida County Office Building (Utica, NY) in the Personnel Department. You may also request a paper application to be mailed by calling 315-798-5726.

Issued: 06/26/2026

