



ONEIDA COUNTY GOVERNMENT NOTICE OF VACANCY

DEPARTMENT: Department of Family and Community Services

CIVIL SERVICE TITLE: Confidential Support Investigator (NY HELPS)

CLASSIFICATION TYPE: Non-Competitive

SALARY (GRADE): \$55,306 (28W) Plus Excellent Benefits

APPLICATION DEADLINE: December 31, 2026

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



DISTINGUISHING FEATURES OF THE CLASS: This position involves investigatory work of a specialized nature regarding compliance of respondents with support orders of the Family Court. The work involves the analysis and evaluation of respondent public assistance and non-public assistance payment records against the Court orders rendered on the cases throughout their payment history. Responsibilities include testifying in Family Court regarding an arrear's summary or a summary of amounts. Employees in this class prepare such summaries by researching and reconstructing chronologically the payment history of individual cases and matching such payments to various Court directives. The work requires interpretation of legal documents and making of complex arithmetical computations. Prepares and analyzes a variety of complex financial and statistical reports and records. Work is performed under direct supervision of the Supervisor, Child Support Enforcement, with leeway allowed for the exercise of independent judgment in carrying out the details of the work. Supervision is exercised over subordinate personnel. The incumbent trains personnel as required under the Supervisor's direction. The incumbent performs related work as required.

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

- (A) Possession of Bachelor's Degree in social work, sociology, psychology, business management or criminal justice **AND** one (1) year of interviewing or investigating experience involving public contact, which must have been in a supervisory capacity; **OR**
- (B) Possession of Associate's Degree in social work, sociology, psychology, business management or criminal justice **AND** three (3) years of interviewing or investigating experience involving public contact, one (1) year of which must have been in a supervisory capacity; **OR**
- (C) Graduation from high school or possession of a high school equivalency diploma **AND** five years (5) years of interviewing or investigating experience involving public contact, one (1) year which must have been in a supervisory capacity.

PROMOTIONAL QUALIFICATIONS:

Candidates must have permanent, full-time competitive status for a period of **twelve (12) months as a Senior Support Investigator OR twenty-four (24) 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 showing degree area and date degree conferred, 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