



BINGHAM COUNTY

Is Recruiting for the Position of

Information Technology (IT) Support Specialist
January 13, 2022

Salary: Range from \$17.46/hour to \$25.62/hour

Hiring Step DOQ/DOE

Fulltime, County Benefits Included

Closing Date: Open Until Filled

Pay Grade: N16

FLSA Designation: Non-Exempt

Purpose Of Class/Primary Function

Under general supervision of the Information Technology Director, responsible for providing the highest level of support to end users by handling service requests. Support will be provided onsite, remotely, over the phone, or via email. Incumbents must have the ability to analyze existing systems and make recommendations for improvements. Maintains and implements all systems, applications, and configurations; provides technical assistance and support related to computer systems, hardware, and software. Responds to queries, runs diagnostic programs, isolates problem, and determines and recommends solutions.

Essential Duties and Responsibilities (will vary by assignment)

- Configures and supports internal and/or external networks
- Maintains systems, applications, security, and network configurations
- System upgrades, patches, new applications, and equipment
- Install, maintain, and troubleshoot, windows desktop and server hardware
- Evaluate and modify desktop performance
- Identify users' needs, recommend improvements or changes to improve productivity
- Provide technical assistance and support for incoming queries and issues related to computer systems, software and hardware
- Respond to queries either in person or over the phone
- Document procedures
- Track inventory
- Train computer users
- Install computer peripherals for users
- Network printer administration

- Administer computers, servers, printers, software deployment, security updates and patches
- Update job knowledge by participating in educational opportunities; reading professional publications.
- Perform help desk support and other duties as assigned
- Protect confidentiality

Qualifications and Competency Requirements

Essential:

- Associate's degree in Information Technology Systems or technical diploma
- Minimum 2 years help desk experience
- Ability to effectively and efficiently troubleshoot technical problems
- Advanced knowledge of current Microsoft desktop and server operating systems
- Advanced knowledge of computer and server hardware
- Strong written and oral communication skills
- Troubleshooting Windows 7 - 10 based computers
- Computer imaging
- Knowledge and troubleshooting of Microsoft Office products
- Knowledge of Active Directory and Group Policy
- Must have good communication skills
- Must be able to work closely with others as part of a team
- Current Idaho driver's license
- Will need to pass a background check to be able to work in law enforcement and jail areas
- Ability and willingness to work in an environment providing 24x7x365 support
- On call support rotation

Preferred:

- Ability to interface with all departments and personnel
- Communicate effectively through oral and written means
- Self-Starting and motivating
- Ability to work efficiently without supervision
- Ability to multi-task and work on various projects simultaneously as required
- Desktop MCSA certifications
- 2 + Microsoft server course work certifications

Work Environment

- Works indoors in limited office space, with adequate lighting, temperatures and ventilation
- Normal exposure to noise and stress but subject to frequent disruptions
- Normal exposure to dirt/dust
- Travels occasionally when needed to go to outlying offices, e.g. Road & Bridge, Central Transfer Station, County Landfills and Extension Office

Essential Physical Abilities

- Sufficient clarity of speech and hearing, with or without reasonable accommodation, which permits the employee to discern verbal instructions and communicate effectively with the public and other employees in person and by telephone;
- Sufficient visual acuity, with or without reasonable accommodation, which permits the employee to comprehend written work instructions, review, prepare, and evaluate documents and file them in a prescribed order, and organize and file documents and materials;
- Sufficient manual dexterity, with or without reasonable accommodation, which permits the employee to operate a personal computer, standard office equipment, specialized court recording and transcription equipment, and a motor vehicle; sufficient personal mobility, flexibility, strength, and agility, with or without reasonable accommodation, which permits the employee to lift up to 25 pounds, to sit and work at a keyboard for an extended period of time, and work in an office and courtroom environment.
- The employee is regularly required to stand; walk/maneuver; sit; bend; stoop, crouch, and stretch. The employee is frequently required to use hands to operate a computer keyboard and standard office equipment; to handle or feel; and to reach with hands and arms.

Benefits

Bingham County offers a highly competitive benefits package including membership in the Public Employee Retirement System of Idaho (PERSI), paid time off, holiday pay, as well as medical, dental, vision and life insurance. If you would like to view all of the benefits Bingham County offers our full-time employees, please visit our website: www.co.bingham.id.us, then click on Human Resources and that will take you to our web page and on the right side you will see "Employee Benefits", if you click on this you will be directed to our Benefits page.

How to Apply

A job description and the **Application** may be found on our website www.co.bingham.id.us in the Human Resources section.

The back page of the **Application** is an Authorization for release of Records and personal information. You will need to sign this document in front of a Notary Public. The application is not complete without this page having signatures.

When you have completed the **Application** and have attached all the required documentation, you may submit it by fax to (208) 782-2681 or email it to: lpope@co.bingham.id.us by the closing date and time.

Items that must be attached to the Application

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| Resume |
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If your application is not complete or doesn't have the required documentation, you will not be considered for this job posting.