



FLATHEAD COUNTY, MONTANA

Position Vacancy Announcement

POSITION: Technical Support Specialist DATE OPENED: September 10, 2018

DEPARTMENT: Information Technology CLOSING DATE: October 8, 2018

If you have any questions about this position vacancy, call: (406) 758 - 5573.

NUMBER OF POSITIONS OPEN: 1

BARGAINING UNIT: Non Union

FULL TIME

REGULAR
(YEAR ROUND POSITION)

IF APPLICABLE:
TRAINING WAGE: \$ _____ per _____

PART TIME

SEASONAL

STARTING WAGE: \$ 21.55 per Hour

TEMPORARY

SALARY AT:

1 YEAR STEP: \$ 22.41 per Hour

2 YEAR STEP: \$ 23.31 per Hour

3 YEAR STEP: \$ 23.77 per Hour

VISIT https://flathead.mt.gov/human_resources/downloads.php FOR BENEFIT INFORMATION.

SEE ATTACHED JOB DESCRIPTION. Additional information:

Flathead County Information Technology help desk including workstation builds and user setup, software installs; first level IT support for 650 users.

Windows OS, VMWare, whole disk encryption, asset management, non-standard equipment support, department administration: claims, journal vouchers, and billing.

Create/update hardware, software and process documentation.

APPLY FOR THIS POSITION AT FLATHEAD COUNTY'S WEBSITE:

https://flathead.mt.gov/human_resources/apply/

ALL COMPLETED APPLICATIONS MUST BE SUBMITTED ELECTRONICALLY THROUGH FLATHEAD COUNTY'S WEBSITE BY 5:00 PM ON THE CLOSING DATE. Paper, faxed or email applications will not be accepted.

Flathead County's pre-employment process includes reference checks and criminal history checks. A record of criminal conviction will not necessarily bar you from employment. Depending on the position, the pre-employment process may also include skill testing and drug/alcohol testing.

FLATHEAD COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER

Flathead County is an equal opportunity employer. Flathead County shall, upon request, provide reasonable accommodations to otherwise qualified individuals with disabilities.

This job description is intended to reflect core areas of responsibility and an incumbent employees' knowledge and skill set needed to complete those functions. This document is not intended to catalog each individual duty; employees are routinely called upon to address emerging employer requirements in alignment with individual work units and assignments of jobs. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer change.

Job Title:	Tech Support Specialist	Job Code:	03100
Department:	Information Technology	Pay Grade:	Stdnd 30
Reports to:	Technical Operations Supervisor	FLSA Status:	<input checked="" type="checkbox"/> Non-Exempt <input type="checkbox"/> Exempt

Department Overview: The Information Technology (IT) Department provides a reliable and secure network infrastructure to support each of the County Departments' data and voice systems. The IT Department provides support for desktop computers, laptops, printers, scanners, mobile devices, telephones and Internet services. This Department maintains the County's network equipment including file servers, storage arrays, switches, routers, fiber optic and copper cable links throughout the campus and remote offices. The IT department's programming staff provides both web and conventional programming services that allow other County Departments to function efficiently, while providing for the security and integrity of County systems and data. This Department implements and enforces the County's Information Technology policies.

Job Summary: This position provides basic computer operational and software assistance to users, resolves operational problems, performs preventative maintenance, and is responsible for installing, configuring, troubleshooting, and maintaining desktop, laptop and mobile systems, as well as troubleshooting network connectivity, application security and other issues. This position also shares the responsibility as the Financial Administrator for the IT Department, which includes processing claims and other financial transactions, and is the primary timekeeper for the department.

Essential Functions (Major Duties or Responsibilities): *These duties are the essential functions and are not all-inclusive of all duties that the incumbent performs.*

- Provide a wide variety of computer and user support to ensure effective installation, maintenance and troubleshooting of computer hardware and specialized software used in the assigned county offices and facilities to ensure staff proficiency and effective system operations.
- Respond to incoming phone or email technical support issues from County users, logging all support requests into the helpdesk ticketing system for monitoring and tracking.
- Provide computer maintenance support by performing preventative maintenance on computer equipment not covered under a service contract and by troubleshooting equipment failures, and installing software upgrades to operating systems, application software packages and drivers.
- Provide one on one training on basic computer use and Microsoft Office applications including Word, Excel and Outlook for new or existing employees.

- Install software and hardware in a manner that meets user's requirements and meets IT security requirements. Install appropriate network hardware and software to allow workstations to communicate with other networked users.
- Manage the County Computer Equipment Replacement Fund (CERF) plan. Work with County departments on the yearly CERF budget planning, plan for and schedule County desktop computer replacements.
- Build and deploy desktop, laptop and mobile computers according to the specific needs of each department, division and user, while following IT security policies.
- Maintain countywide computer hardware and software assets databases and performs yearly equipment inventories. Serve as the IT software librarian, tracking, organizing and filing software CDS, DVDs and licenses countywide.
- Prepare surplus hardware/software for sale at auctions and/or recycles via approved recycle company.
- Manage the IT training room, including scheduling, equipment setup and upkeep and installation of software or hardware.
- Serve as the Financial Administrator for the IT department; attends quarterly meetings; prepares and processes departmental claims, invoices, journal vouchers and other financial transactions for the IT department. Process and reconcile monthly credit card bills for the IT department. Contact vendors and suppliers as needed to obtain or correct invoices.
- Serve as the primary timekeeper for the IT department.

Non-Essential Functions:

- Perform other duties as assigned including but not limited to providing IT support to other departments in the County besides the ones normally assigned, manage special projects, attend meetings and conferences, provide backup for other staff, participate in training, etc.
- Attend conferences, workshops, and training to gather information and receive instruction on new technology in the Information Technology Field and to coordinate efforts with external vendors and partners.

Physical Demands and Working Conditions:

- The employee is constantly required to use hands to handle or feel objects and to type and use the keyboard and mouse.
- Frequently required to sit, talk, write, listen and read.
- The employee may frequently be required to stand, walk, climb, balance, stoop, kneel, crouch or crawl and reach with hands and arms.
- The employee is frequently required to lift and/or move up to 50 pounds.

- The noise level of the building is usually moderate; however employee is occasionally subjected to loud equipment noise.
- Work is typically performed in a normal office environment.
- May require weekend or overtime work in the case of disasters, emergencies or special projects.

Supervision Exercised: The primary function of this job is not in a supervisory capacity.

Knowledge, Skills, and Abilities:

The job requires knowledge of:

- Basic hardware, software and networking functions.
- Network printers, copiers and scanners including driver installation.
- Microsoft Windows operating systems.
- Microsoft Office products such as Word, Excel and Access.
- Microsoft Outlook and Outlook Web Access.
- Internet browsers such as Microsoft Internet Explorer, Mozilla Firefox and Google Chrome.
- Microsoft Active Directory users and groups.
- IT, HIPAA and CJIN security policies, including password policies and implementation.
- Helpdesk ticketing systems such as Helpstar.
- Computer hardware and software tracking processes and procedures.

The job requires skill in:

- Customer service, including maintaining a positive attitude during times of stress.
- The ability to instill confidence in the users.
- Working in a fast-paced environment to answer phones, diagnose and resolve computer desktop, laptop and mobile device or application problems.
- Installing, operating and troubleshooting a wide variety of in-house and commercial software applications.
- Installing and troubleshooting a wide variety of hardware including workstations, laptops, mobile devices, printers, scanners, copiers and more.
- Working in a team environment and knowing when to escalate support to a higher level technician.
- Understanding and implementing an IT COOP plan.

The job requires the ability to:

- Communicate effectively with users.
- Instruct laypersons in the operation of computers and explain the proper use of different software packages in an easy-to-understand manner.
- Identify and correct problems in application programs.
- Multi-task and remain calm under stressful circumstances.
- Establish and maintain effective working relationships with supervisor, co-workers, County employees, vendors and the public.
- Understand and execute written and oral instructions.
- Think logically and accurately to apply IT security policies.
- Keep abreast of the latest changes in computer hardware, software and networks.
- Obtain and maintain a current driver's license.

- Understand and follow HIPAA requirements.
- Meet the security approval by the Flathead County Sheriff's Department and the Federal CJIN requirements.

Education and Experience:

The job requires successful completion of an Associate's Degree in Computer Information Systems, Computer Science or related area; or successful completion of computer hardware and software training, and a working knowledge of networking and applications software; or any equivalent combination of experience and training, which indicates possession of the knowledge, skills, and abilities, listed.

Action	Date	Reference
Adopted	05/12/2008	Commissioners' Minutes
Revised	07/01/2014	HR Salary Recommendation Transmittal Signed 5/28/2014
Revised	08/01/2016	Commissioners' Minutes
Adopted	06/19/2017	Position Grade Changes Effective 7/1/2017 (FY18)