Carroll County Will be accepting applications for the position of Information Technology Support Technician

The Carroll County IT Department will be accepting applications for a Support Technician until 4:30 p.m. Friday, May 31st. This position could possibly lead to advancement to the IT Directors job within two years. The job description and application are available in the County Auditor's office, and also online at www.co.carroll.ia.us. Applications and résumés, including three professional references, can be submitted to the county IT Department by e-mail at infotech@co.carroll.ia.us or mail at 114 E 6th St., Carroll, IA 51401.

This position is responsible for the day-to-day operations of computer and technology systems in the county and perform troubleshooting, determine and implement resolutions to various hardware and software issues. Assist the IT Director with network, workstation, and server installation, support, and maintenance. Perform other duties as directed by the IT Director.

The position requires a high level of responsibility, attention to detail, the ability to work under pressure, and the ability to maintain privacy and confidentiality. The successful candidate will have a diverse technology background and experience with a variety of technology practices and systems including but not limited to; computer networking and security, website maintenance, helpdesk support, hardware repair, software support, technology purchasing, technology project management, wireless and mobile systems, and courthouse telephone systems.

Carroll County is an Equal Opportunity Employer

Job Summary:

The primary purpose of this position is to provide computer and technology support for County employees. Perform troubleshooting, determine and implement resolutions to various hardware and software issues. Assist the IT Director with network and server installation, support, and maintenance. Perform other duties as directed by the IT Director.

Essential Functions and Responsibilities

The following duties are typical for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

1. Support the day-to-day technology operations of County departments and employees.
2. Document support requests, completed tasks, and technology projects.
3. Troubleshoot and resolve the root cause of unexpected technology failures or problems.
4. Assist in implementation and support of information technology projects.
5. Maintain system backups and replication
6. Ensure Network connectivity and efficiency
7. Ensure Security of systems by managing Antivirus, Malware, Security programs, and Disaster Recovery systems are in place and operating effectively and efficiently.
8. Provide after-hours maintenance and support of network systems. Requires on-call 24x7 for significant network issues.
9. Work with software and hardware vendors to implement projects and resolve technology issues.
10. Assist in the development and delivery of training for County employees to facilitate skill development and efficient use of technology.
11. Assist in maintaining all County IT services, network servers, switches, firewalls, and applications.

   Additional Responsibilities

1. Establish and maintain effective working relationships with all levels of government, elected officials, County staff, external users, state and local officials and agencies and vendors.
2. Responsible for conducting work in a professional, timely and safe manner, and for presenting a professional and helpful demeanor with clients and co-workers, using work appropriate language while at work, and for showing restraint in expressing frustration or describing problems with clients or internal systems.
3. Demonstrates adaptability to performing a variety of duties, often changing from one task to another of a different nature without loss of efficiency or composure.
4. Responsible for demonstrating due care for the property, facility, and public information of the County and its departments.
5. Attends and participates in County meetings, committees and training as required by the IT Director.

6. Maintains a high standard of courtesy, respect, and cooperation in dealing with co-workers, vendors and County citizens.
7. Performs other duties as assigned.

Minimum Qualifications – Education and Experience

Bachelor's degree in networking, computer science, or a related field or a minimum of 3 years related on-the-job experience providing technology support or any equivalent combination of education, training and experience that demonstrates the ability to perform the duties of the position.

Minimum Qualifications – Knowledge, Skills, and Abilities

- **Technical:**
  - Demonstrated knowledge and ability to understand various computer technologies and concepts.
  - Expertise or knowledge of various applications such as Microsoft Office, Adobe Acrobat, and others.
  - Basic typing/keyboarding skills.
  - Have an understanding of operating systems such as Windows 7, 8, and 10 Windows Server 2008, 2012, and 2016.
  - Have an aptitude to learn various network technologies and their relationship to proper operations of a network environment.
  - Have an aptitude to learn and understand the various roles components of desktops, workstations, and servers, including hardware, operating systems, and software applications.
- **Mathematical:** Basic math such as adding, subtracting, multiplying and dividing. Ability to draw and interpret graphs.

- **Interpersonal:** Flexibility in adjusting to changing circumstances, information, employee, and customer needs. Demonstrate a willingness to take initiative. Work independently with little or no supervision. Be reliable, responsible and dependable in fulfilling obligations. High level of integrity and ability to maintain confidentiality.

- **Communication:** Excellent verbal and written communication skills. Ability to effectively communicate and present information and respond to county officials, employees and the public. Develop and maintain constructive and cooperative working relationships with the public, other government entities and other external sources. Establish and maintain effective working relationships.

- **Language**: Ability to read, analyze, and interpret data, legal documents, or governmental regulations.

Ability to prepare reports, general correspondence, and lists.

- **Organizational:** Ability to organize, plan and prioritize work. Utilize problem solving skills, analytical thinking in gathering and analyzing data. Ability to work under pressure, time constraints and deadlines.

- **Resource Allocation:** Ability to manage resources, obtain and see to the appropriate use of equipment, facilities, and materials needed.

Certificates, Licenses, Registrations

Valid Driver's License

Physical Demands

While performing the essential functions of this job, the employee is regularly required to stand, stoop or kneel. Frequently, the employee is required to sit. It is crucial to the outcome of job tasks that the employee is able to: talk and hear; view a computer screen for extended periods; use hands to finger, handle, or feel; and reach with hands and arms; crawl under desks or around furniture to maneuver computer equipment. Employee must be able to use basic hand tools, which may include climbing a stepladder or ladder. In the course of installing equipment and cables, the employee may be required to lift and/or move objects up to 50 pounds. Employee must be able to handle stress due to deadlines and extended hours on call and after hours.

Environmental Adaptability

While performing the duties of this job, the employee regularly works in a business office setting. However, the employee is often required to travel to other locations to perform job duties. The noise level in this work environment is usually quiet to moderate.