



SMYTH COUNTY INFORMATION SYSTEMS

IT Support Technician

Department:	Information Systems
Reports To:	Director of Information Systems
Classification (FLSA):	Receives minimal instruction /supervision regarding daily work duties/activities. Under general supervision of the Director of Information Systems
Category:	Non-Exempt: Full-time, 40 hours/week, some evening and weekend work may be required. On call 24/7 in case of emergency

JOB SUMMARY:

Under the direction of the Director of Information Systems, the IT Support Technician is responsible for maintaining and supporting the information and technology systems for Smyth County. Will provide first level user support to Smyth County clients and equipment. Additionally, this position will perform routine network systems maintenance. Work items range from desktop support to routine network administration. A technician must demonstrate thorough knowledge of hardware, software, basic networking and other information and communications technologies. Will work closely with County employees, agencies, and interdepartmentally. Duties include advising the Director of any major computer system issues and updates of equipment or software. Problems encountered ranging from routine to mid complexity in nature. This position will serve as a general technical support specialist by taking incoming requests from various clients as well as providing support in the field.

JOB REQUIREMENTS:

Approved combination of education, training, and/or work experience that would provide equivalent knowledge, skills, and abilities may be considered.

- High school diploma or GED is required but a degree in related field such as Information Technology, Computer Science from accredited university/college or equivalent experience is a plus

- Field experience in maintaining computer systems and working in Information Technology operations or equivalent is a plus.
- Any computer-based certifications are a plus
- Effective time management
- Interpersonal skills: such as telephony skills, communication skills, active listening, and customer-care
- Ability to multi-task and adapt to changes quickly.
- Technical awareness, the ability to match resources to technical issues appropriately
- Positive attitude and a strong willingness to continually learn
- Effective problem-solving and analysis skills to assess issues and develop solutions independently or with broader team members

Other Requirements:

- Display ethical and professional behavior working with the public, personnel, agencies, and constitutional officers
- Proven written, verbal, and interpersonal skills
- Continue professional development
- Must maintain a valid Virginia Driver's License with a good driving record
- Successfully pass background investigation
- Successfully pass pre-employment drug screening

PHYSICAL REQUIREMENTS:

[This job requires the ability to perform the essential functions contained in this description. These include but are not limited to, the following requirements. Reasonable accommodations will be made for otherwise qualified applicants unable to fulfill one or more of these requirements.]

Must have vision corrected to proficiently read and comprehend information on computer screens, including displayed colors. Minimal bending or stooping and occasional lifting up to 50 pounds and stepladder usage but primarily in a sedentary position within a climate-controlled environment. Must also be able to travel to all County locations.

Reasonable accommodations will be provided for otherwise qualified applicants unable to fulfill one or more of these requirements.

WORKING CONDITIONS:

Works in office conditions but is required to travel to all County locations and data center environments. May be required to be on call or work extended hours during emergency conditions.

JOB DUTIES AND RESPONSIBILITIES

- Provide client-centric technical support to end-users on helpdesk and in the field (onsite client locations). This includes the following types of support:

- Creating user accounts and resetting passwords
- Provide device enrollment and imaging
- Printer management assistance for local and networked systems
- Supporting windows applications including Windows OS Issues, Windows Applications; Install Windows OS / Setup from factory
- Performing hardware diagnostic support
- Installing software applications such as Office Suite, Adobe, Browsers, Proprietary Applications
- Pre-boot diagnostics (mainly windows machines), Warranty status portals (other hardware)
- Perform timely completion of requests as well as call logging, updating and closing of activities in service request management tools.
- Perform records maintenance and documentation.
- Answer incoming phone calls, manage client relationships, and communicate with clients.
- Monitor and respond to alerts generated by monitoring software.
- Maintain currency of knowledge with respect to technology, equipment, applicable laws, regulations, standards and/or systems.
- Assist team members in preparing IT products/equipment for client delivery/installation
- Perform miscellaneous job-related duties as assigned.
- Use tools and resources to research and solve common technical issues
- Work effectively and courteously with other staff employees in a team environment
- Offer onsite and remote support to end user
- Travels to and supports remote locations throughout the county
- Organizes and prioritizes a variety of projects and multiple tasks in an effective and timely manner; meets critical time deadlines
- Establishes, maintains, and fosters positive and effective working relationships with public, vendors, contractors, and organizational staff
- Understands and consistently implements all County policies and procedures
- Maintains confidentiality with all vendors and employee transactions and activities
- Shares knowledge and assists other staff with day-to-day activities to promote effective teamwork to accomplish the goals of the County
- Ensure proper licenses and virus protection on all software products
- Prepare and maintain written documentation

The qualifications listed above are intended to represent the preferred minimum skills and experience levels associated with performing the duties and responsibilities contained in this job description. The position specifications should be viewed as employment qualification standards but may not include all possible position responsibilities.

Note: This job description is not intended to be all –inclusive. An employee will also perform other reasonably related job responsibilities as assigned by management as required. The Smyth County reserves the right to revise or change job duties as the need arises with or without notice.

Annual Salary Range: DOQ plus County benefit package.

Applications for employment available online at www.smythcounty.org. Please submit application with resume to the County Administrator’s Office at 121 Bagley Circle, Suite 100, Marion, VA 24354. Applications available online at www.smythcounty.org under the [Human Resource link](#) or may be picked up at the Smyth County Administrator’s Office.

Deadline to apply: October 13th, 2023 - Position is open until filled.

SMYTH COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER