

VACANCY ANNOUNCEMENT

JOB TITLE: IT Support Technician

POSTING DATES: 10/14/19 – Until Filled

WORK LOCATION: LaBelle, Florida

PURPOSE OF JOB:

This position primarily provides technical support to IT systems end users. Duties primarily consist of setting-up and trouble-shooting various pieces of equipment for the county. Provides assistance in the areas of hardware and software, operating system, networking and connectivity issues for computers; laptops; monitors; printers; phones; servers and switches.

DUTIES AND RESPONSIBILITIES:

Builds new workstations and reimages existing systems. Performs installation and configuration of new and rebuilt desktops, laptops, and other hardware based on implementation schedule and in accordance with established procedures. Installs new and updated software. Ensures that hardware and software is operating properly. Verifies proper functioning of devices and software with end-user.

Receives work orders from managers and end-users. Prioritizes work and schedules repairs/maintenance. Troubleshoots hardware and software and elevates issues that cannot be resolved. Selects most effective and least expensive options for replacing hardware. Maintains records on work orders and installations, hardware and software, etc. and prepares reports.

Provides factual information concerning department policies and procedures to employees and students managers. Provides technical assistance to users.

Performs various administrative and clerical tasks including maintaining knowledge base articles and making copies of reports, documents and related materials. Maintains inventory of equipment and supplies. Requests equipment and supplies as needed.

Attends technical/educational courses and webinar's to remain current on current standards and protocols.

Responds to work during a declared state of disaster.

KNOWLEDGE, SKILLS, ABILITIES, AND COMPETENCIES REQUIRED:

Ability to use initiative and judgment in performing responsibilities.

Ability to communicate effectively, both orally and in writing.

Ability to develop and maintain effective working relationships with various department directors and staff.

Ability to configure PCs and mobile devices including aircards, cell phones, and tablets.

Ability to document solutions and technical processes for Knowledge Base content.

Knowledge of VOIP telecommunications hardware and software.

Knowledge of all Windows Operating Systems.

Knowledge of enterprise monitoring solutions for status of backups, servers and network components a plus.

Skill in supporting complex virtual infrastructure solutions involving network, server, application and storage exposure.

Skill in analyzing and troubleshooting IT systems.

Knowledge of systems including hardware and software.

Knowledge and understanding of IT and IT related policies and procedures.

Ability to effectively manage a large scale Enterprise environment.

MINIMUM QUALIFICATIONS

Minimum of two years of college work or technical training on computer hardware and software, and two to three years experience troubleshooting and configuring networked workstations.

HOURS OF WORK:

37.50 hours per week as scheduled.

STARTING PAY RANGE: Rate of pay depends upon experience and/or certifications. This is a full-time hourly position that includes County medical benefits and State Retirement.

TO APPLY: Submit a completed [Hendry County BOCC Application](#), [Applicant Survey](#), and [Veteran's Preference form](#) to:

Audelia Bustamante
Hendry County BOCC
P.O. Box 2340 LaBelle, FL 33975
(Physical address: 640 S. Main Street)
Telephone: 863-675-5352
Fax: 863-674-4195
<http://www.hendryfla.net>
audelia.bustamante@hendryfla.net

HENDRY COUNTY B.O.C.C. IS AN EQUAL OPPORTUNITY EMPLOYER AND DOES NOT DISCRIMINATE ON THE BASIS OF DISABILITY IN HIRING OR EMPLOYMENT PRACTICES

HENDRY COUNTY B.O.C.C. IS A DRUG FREE WORKPLACE

PREFERENCE IN APPOINTMENT WILL BE GIVEN TO ELIGIBLE VETERANS AND FAMILY MEMBERS

HENDRY COUNTY PARTICIPATES IN THE E-VERIFY PROGRAM

HENDRY COUNTY WILL GENERALLY, UPON REQUEST, PROVIDES APPROPRIATE AIDS AND SERVICES FOR QUALIFIED PERSONS WITH DISABILITIES SO THEY CAN PARTICIPATE IN THE APPLICATION AND SELECTION PROCESS. CONTACT THE HR DIRECTOR AT THE NUMBER AND ADDRESS ABOVE FOR ASSISTANCE.