



CASCADE COUNTY

Job Vacancy Announcement

Submit all application materials to:
Cascade County Human Resources Department
325 2nd Ave N #108
Great Falls, MT 59401

Applications available at the Cascade County Human Resources Dept., www.cascadecountymt.gov or Job Service.

Position: Endpoint Specialist
Schedule: Full-time with benefits
Department: Technology

Salary: \$17.50 - \$19.50 per hour DOQ
Closing Date: September 21, 2020
Administrator: Sean Higginbotham

Required Education/Experience/Training:

- Level 1 – High School Diploma, High School Equivalency Diploma, GED or higher **and** one (1)+ years related experience in evaluating and resolving computer, system and user problems that include compatibility conflicts, application operations and hardware malfunctions and installing and maintaining computer hardware and software **OR** an equivalent combination of education and experience. Experience in providing one-to-one IT training beneficial.
- Level 2 – Associate Degree in computer science or closely related field **and** two (2)+ years of experience in evaluating and resolving computer, system and user problems that include compatibility conflicts, application operations and hardware malfunctions and installing and maintaining computer hardware and software **OR** an equivalent combination of education and experience. Experience in providing one-to-one IT training beneficial.
- Level 3 – Bachelor's Degree in computer science or closely related field **and** four (4)+ years of experience in evaluating and resolving computer, system and user problems that include compatibility conflicts, application operations and hardware malfunctions and installing and maintaining computer hardware and software **OR** an equivalent combination of education and experience. Experience in providing one-to-one IT training beneficial.

Certification/Training (Levels 1, 2 and 3):

- Relevant certifications and training for areas of technical responsibility (e.g., A+/Net+, MCSE/MCSA) is preferred.
- Valid Montana State Driver's License or the ability to obtain within 30 days from date of hire.

Must obtain and maintain all necessary security approvals implemented or required by the Cascade County Sheriff's Office and join Teamster's Union.

JOB SUMMARY

The Endpoint Specialist – Levels 1, 2 and 3 provides a wide variety of technical support to Cascade County (County) offices/departments to ensure the effective installation, security, operations, maintenance and troubleshooting of County endpoint devices such as desktops, laptops, telephones, tablets, printers, etc. and performs other related duties as required or assigned.

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES

Test and install specific client applications and/or report using County software packages; install, test, troubleshoot and maintains hardware and software products; provide training to users on hardware and specific software applications; provide software and hardware technical support to ensure clients' endpoint devices run efficiently; diagnose and solve problems on endpoint devices; research peripherals to find the appropriate solutions to make them function properly; set up, install, configure and maintain individual endpoint devices (such as desktops, laptops, phones, tablets, printers, etc.); troubleshoot hardware and software failures, restore lost or corrupted data and compatibility issues with hardware/software; ensure the components of the agency's networks work together with the software applications throughout; maintain an active inventory of devices throughout the agency; perform other related duties as required or assigned.

Knowledge and understanding of: A wide variety of computer software, hardware and peripherals (e.g. Microsoft Office, Office 365, Internet, Email, Windows Operating System, iOS, Android); current and future County operating systems and hardware; a variety of network components and the intricacies of diverse software products; Countywide computer infrastructure and Information Services procedures, policies and organization; safety rules, policies and procedures.

Skills to: Diagnose and resolve endpoint and software problems; operate a variety of software applications; work independently while providing on-site installation, customer service and technical installation and/or repair support pursuant to department or individual customer requests; understand and use ticket tracking software and associated help desk software; effectively use interpersonal and communication skills.

Ability to: Establish and maintain effective, professional working relationships with other County employees, supervisory personnel and vendors; communicate with others in a professional and effective manner, both orally and in writing;

read and interpret technical manuals and specification documentation; work independently and as a team member; accept responsibility and be self-motivated and demonstrate a strong work ethic to achieve academic goals; exercise sound judgment and decision-making skills within established policies and procedures; display sound judgment under stressful situations; observe work hours and demonstrate punctuality; exercise flexibility with workloads to accommodate special projects or requests and high priority needs; interact with the public or other employees in a professional, respectful and courteous manner; address conflict in a professional and appropriate manner, resolve interpersonal conflict in a straightforward, timely manner and set priorities; obtain and maintain all necessary security approvals implemented or required by the Cascade County Sheriff's Office.

The successful applicant shall serve a 6-month probationary period, must join the Teamsters Union and will have a criminal background check conducted. The results thereof may disqualify the applicant from consideration for employment with the county.

Notice to Applicants: Applicants who are claiming Veteran's or Handicap Preference **must** provide a DD-214 Discharge Document (**Part 4**) or DPHHS Handicap Certification **and** Employment Preference Form with their application for employment so Cascade County may apply the preference during the selection process.

Cascade County makes reasonable accommodations for any known disability that may interfere with the applicant's ability to compete in the recruitment and selection process or an employee's ability to perform the essential duties of the job. For Cascade County to consider such arrangements, the applicants must make known any needed accommodations.

CASCADE COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER