

Cascade County

Job Vacancy Announcement

Position: Endpoint Specialist	Closing Date: Open Until Filled
County Department: Technology	Dept. Admin.: Sean Higginbotham
Type of Position: Full-Time	Salary: \$17.50 - \$19.50 per hour DOQ Must join Teamsters Union
Applications available at Cascade County Human Resources Department, www.cascadecountymt.gov or Job Service. All application materials must be turned in to the Cascade County Human Resources Department and date stamped by 5:00 p.m. on the closing date.	

POSITION DESCRIPTION

The Endpoint Specialist will provide a wide variety of support to ensure effective installation, security, operations, maintenance and troubleshooting of endpoint devices such as desktops, laptops, phones, tablets, printers, etc. and perform other related duties as required or assigned.

DISTINGUISHING CLASS FEATURES

The Endpoint Specialist has an overall understanding of common computer hardware, peripherals, devices and software applications and has knowledge that will allow them to independently install, maintain and trouble-shoot hardware/software and resolve most client software and device problems.

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES

The Endpoint Specialist tests and installs specific client applications and/or reports using County software packages, installs, tests, troubleshoots and maintains hardware and software products, provides training to users on hardware and specific software applications, provides software and hardware technical support to ensure clients' endpoint devices run efficiently, diagnoses and solves problems on endpoint devices, researches peripherals to find the appropriate solutions to make them function properly, sets up, installs, configures and maintains individual endpoint devices (such as desktops, laptops, phones, tablets, printers, etc.), troubleshoots hardware and software failures, restores lost or corrupted data and compatibility issues with hardware/software, ensures the components of the agency's networks work together with the software applications throughout, maintains an active inventory of devices throughout the agency, performs 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 per 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.

EDUCATION AND EXPERIENCE

The above is typically acquired through a combination of education and experience. At a minimum all applicants must have:

Education/Experience/Training:

- Associate's 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 preferred.
- **Or** three (3) years of experience and training relevant to the position totaling three (3) years.
- Experience in providing one-to-one IT training beneficial.
- Relevant certifications and training for areas of technical responsibility (e.g. A+/Net+, MCSE/MCSA) is preferred.

Certification:

- Montana State Driver's License or the ability to obtain within 30 days from date of hire.

The successful applicant shall serve a 6-month probationary period, must join the Teamsters Union and may 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