

Cascade County

Job Vacancy Announcement

Position: Computer Support Specialist	Closing Date: October 18, 2013
County Department: Information Technology	Dept. Admin.: Tom Yashenko
Type of Position: Full Time	Salary: \$16.00 per hour 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

Provides a wide variety of computer and user support to ensure effective installation, maintenance and troubleshooting of computer hardware and used in all County departments. The main focus of computer support will be with all of County departments. However, if additional I.T. support issues are required within other areas of Cascade County, this position will be required to assist the county I.T. staff; tests and installs specific client applications and/or reports using county software and specialized software packages used within the county; installs, tests, troubleshoots, and maintains hardware and software products; provides training to users on hardware and specific software applications; begins to develop a basic understanding of local-and wide-area networks and assist senior staff in the identification and resolution of network operating problems; provides software and hardware technical support to ensure clients' computers run efficiently; diagnoses and solves problems on workstations and associated devices; researches peripherals to find the appropriate drivers to make them function properly; sets up, installs, configures, and maintains individual workstations, peripherals, components, network and local printers; troubleshoots hardware and software failures, restoring lost or corrupted data, and compatibility issues with hardware/software; works closely with outside specialty vendors per support agreements; ensure the components of the county's networks work together with the software applications from various vendors; performs other duties and tasks as assigned; provides input to I.T. Department Head and senior staff in regard to purchase of workstations, printers, network cards, software, etc. for county offices and reports to the I.T. Director.

JOB REQUIREMENTS

Knowledge and understanding of: A wide variety of computer software, hardware, and peripherals (Microsoft desktop, applications, Internet, Email, Windows Desktop and Server Operating Systems, LANs, Access, etc.); network protocols and procedures; current and potential 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; HIPAA/HITECH Confidentiality Rules.

Skills in: Diagnosing and resolving computer workstation problems; operating a variety of software applications; providing server support in consultation with external vendor support contracts.

Ability to: Establish effective working relationships and communicate effectively with users.

EDUCATION AND EXPERIENCE

The above knowledge, skills, and abilities are typically acquired through a combination of education and experience. At a minimum all applicants must have an Associate's Degree in Computer Science or closely related field; AND one (1) years' experience with evaluating and resolving computer, system, and user problems including compatibility conflicts, application operations, and hardware malfunctions; installing and maintaining computer hardware, software; OR any equivalent combination of experience and training totaling three (3) years. Experience in providing one-to-one I.T. training beneficial.

The successful applicant must 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 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