

**MENOMINEE COUNTY, WISCONSIN
TECHNOLOGY SERVICES DEPARTMENT
POSITION VACANCY**



Position Title: Computer Support Technician and Media Specialist	Department: Technology Services	Division/Section: N/A
Classification: Full-Time; Hourly	Wage: \$16.62/hour to 19.20/hour, depending on qualifications	Supervisor: Technology Services Director
Supervision Exercised: None	Posting Date: Friday October 30, 2020	Deadline Date to Apply: Friday, November 13, 2020
Position Summary: This position is responsible for (a) providing user helpdesk support, maintaining computer hardware and software systems, installing new programs, managing updates, and providing technical support assistance; and (b) preparing and maintaining digital and paper media communications promoting Menominee County's interests.		

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Computer Support Technician duties and responsibilities consist of:
 - Responds to user phone calls and emails in a timely and professional manner.
 - Troubleshoot and resolve user workstation hardware, connections, printers, and software issues reported.
 - Configures, installs, diagnoses, replaces, repairs, and upgrades hardware and equipment.
 - Troubleshoots and maintains network infrastructure.
 - Manages user accounts on network servers and in application software.
 - Provides feedback to users and see problems through to resolution.
 - Seeks out methods to improve efficiency.
 - Work with 3rd party vendors as necessary to resolve issues with various systems.
 - Assists in installation of technical upgrades.
- Media Specialist duties and responsibilities consist of:
 - Maintaining the County's website.
 - Creating and maintaining social media accounts.
 - Preparing digital content and interacting on social media to communicate County services, activities, programs, materials, plans, and projects.
 - Developing a newsletter and other paper media to promote the County's interests.
 - May periodically develop press releases.
- May be required to perform on-call work in the evenings, on weekends, and during holidays.
- Contributes to the team effort by performing related duties as necessary or as assigned by the immediate supervisor.

MINIMUM QUALIFICATIONS AND SKILLS: To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- Education and/or Experience. Interested applicants must have: (a) a high school diploma or general education degree; (b) a minimum of a vocational or Associate's degree in Information Technology, Computer Science, or a closely related field, or two to four years of prior experience providing workstation and network support; and (c) exceptional written and oral communication skills.
- Technical Qualifications. (a) Working knowledge of general network infrastructure and principles, Exchange, Active Directory and Group Policy, Cyber Security and filtering appliances, and VOIP;

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(b) Windows 7, 8, and 10, and Servers; (c) experience with Microsoft Office 2010-2019, multiple Internet Browsers, and applications administration; (d) strong technical skills, including computer hardware, peripherals, and network diagnostics and troubleshooting; (e) ability to maintain detailed and concise inventory recording, documentation, and established standards; and (f) ability to cost effectively source infrastructure needs.

- **Physical Demands.** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, employee is frequently required to sit, stand, crouch, kneel, talk, hear, and use hands to manipulate telephones, cell phones, servers, desktops, laptops, photocopy machines, or other information technology and office equipment, and to install cables and various devices. Must be able to lift 50 pounds.
- **Work Environment.** This position works in a private office, which is generally quiet, with frequent interruptions from customers, visitors, and telephone calls. The environment extends to all other County offices and buildings when hands-on support is required.
- **Language Skills.** While performing the duties of this job, the employee requires superior writing skills, and the ability to compose a variety of complex and sophisticated professional documents, assessments, and reports. Must be able to effectively present information in one-on-one, small, and large group situations.
- **Mathematical Skills.** Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percentages.
- **Reasoning Ability.** Requires the ability to work with minimal supervision and to prioritize and follow through with tasks in a fast-paced and stressful environment, while maintain a customer service focus. Ability to establish good working relationships with others and to work effectively and collaboratively with a diverse array of professional disciplines and personalities, maintaining a high level of professionalism at all times. Requires a solution-oriented approach and the ability to generate creative helpful solutions to problems. Ability to cope with deadlines and to successfully adapt to changes.
- **Special Requirements.** Must have a phone and maintain a phone during employment at Menominee County. Must possess a valid Wisconsin driver's license and own or have ready access to an insured vehicle. Must submit to and pass a pre-employment drug test.

A person not meeting any one of the minimum qualifications listed above will not be considered for an interview. This position description should not be interpreted as all-inclusive or exclusive. It is intended to identify the major responsibilities and requirements of this job. The successful applicant may be required to perform job-related responsibilities and tasks other than those stated in this description.

BENEFITS: To see a summary of Menominee County's benefits, visit Menominee County's website at www.co.menominee.wi.us and click on the "Career Opportunities" tab appearing in the left margin of the home page.

APPLICATION PROCESS: A complete application includes:

- Signed and completed Menominee County Employment Application (available in the Administrative Coordinator Assistant's Office or online at www.co.menominee.wi.us);
- Current resume;
- Two professional letters of reference and one personal letter of reference;
- Copy of high school diploma or GED; and
- Copy of college or technical school transcripts.

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Unsigned or incomplete applications, and applications not including all of the information listed above, will be screened out.

Please submit all required information in person to the Administrative Coordinator Assistant's office at the Menominee County Courthouse located at W3269 Courthouse Lane in Keshena, Wisconsin. Alternatively, all of the required information can be mailed to:

Menominee County Courthouse

Attn: Human Resources

P.O. Box 279

Keshena, WI 54135

Please call 715-799-3024 if you have any questions or need assistance.

Menominee County is an equal opportunity employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective employees and incumbents to discuss potential accommodations with the employer.