

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



Position Title: Computer Support Technician	Department: Technology Services	Division/Section: N/A
Classification: Part-Time; Hourly	Wage: \$17.00/hour	Supervisor: Technology Services Director
Supervision Exercised: None	Posting Date: January 6, 2021	Deadline Date to Apply: January 12, 2021
Position Summary: This position is responsible for providing user helpdesk support, installing, and maintaining computer hardware and software systems, managing updates, and providing technical support assistance.		

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Responds to user phone calls and emails in a timely and professional manner.
- Troubleshoots and resolves workstation hardware, connections, printers, and software issues.
- Configures, installs, diagnoses, replaces, repairs, and upgrades hardware and equipment.
- Provides feedback to users and follows problems through to resolution.
- Seeks out methods to improve efficiency.
- Works with 3rd party vendors as necessary to resolve issues with various systems.
- Assists Technology Services Director with
 - Troubleshooting and maintaining network infrastructure.
 - Managing user accounts.
 - Installation of technical upgrades.
 - Maintaining the County's website and social media accounts.
- 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.

TECHNICAL 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) Associate's or Bachelor's degree in Information Technology, Computer Science, or a closely related field (Preferred), or 2-4 years prior experience with providing workstation and network support.
- Technical Qualifications. The ideal candidate will possess: (a) strong technical skills and working knowledge of general network infrastructure, principles, hardware, and software management; (b) aptitude toward technology improvements research and self-taught skills; (c) ability to maintain detailed and concise inventory recording, documentation, and adherence to established standards; (d) ability to cost effectively source infrastructure needs; and (e) experience with Active Directory, Group Policy, Exchange, Voice over IP, Windows Server, Office Std, Cyber Security, Internet Browsers, and applications and database administration (a plus).

MINIMUM QUALIFICATIONS AND SKILLS:

- Possession of a valid Wisconsin Driver's license and ability to provide continual verification of meeting such requirement.
- Must possess and maintain a home/personal telephone.
- Must submit to a thorough criminal background check and not have been convicted of or pled no contest to felony, a crime of violence, or theft within the past five years, or a related offense.
- Must submit to a pre-employee drug test.

A person not meeting any one of the minimum qualifications listed above will not be considered for an Interview.

NECESSARY KNOWLEDGE/SKILLS ABILITIES:

- **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 30 pounds.
- **Work Environment.** This position works in a private office, which is generally quiet, with frequent interruptions from customers, visitors, co-workers, 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 technical 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 maintaining 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/have ready access to an insured vehicle.

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.

Note: This is a part time position and does not offer health, dental or vision insurance.

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 under Career Opportunities);
- Current resume;
- Two professional letters of reference and one personal letter of reference;
- Copy of high school diploma or GED (if applicant possesses no college or technical school);
- Copy of college or technical school transcripts; and
- Copy of valid driver's license.

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.