LEE COUNTY SOCIAL SERVICES

POSITION ANNOUNCEMENT

POSTING: **INSIDE/OUTSIDE Lee County Social Services 3-8-2017**
POSITION: Computing Support Tech II
DATE AVAILABLE: May 1, 2017
SALARY/GRADE: GRADE 65 $36,296.00 (Starting Salary)
            ` $36,296.00-$57,711.00

DUTIES/RESPONSIBILITIES: The Computing Support Technician II will coordinate and manage all PC's and network printers on a daily basis and aid in the support to the users in Social Services. This position provides technical assistance to the agency and employees regarding personal computers, software programs and ancillary and peripheral equipment. They have the ability to demonstrate hardware and software operation (general hardware maintenance, troubleshooting, implementation, error correction). Employee will deploy new machines and replace old ones while maintaining user data integrity, support and maintenance of Windows 7. Employee will serve as the backup security officer and be responsible for all password resets for state programs and websites. Will also be responsible for all DSS assets location and status. Work is performed under the collaboration with the county IT Department and is evaluated by observation of overall implementation of assigned duties. This position will provide first response support for the maintenance and operation of computers, software, and network at the building level. Also will serve as a helpdesk, troubleshooting software problems and educate staff to self-correct as well as train staff to use new and current software. Customer service is a must, needs to be technically able but people friendly as well.
This position is also required to participate in Shelter Management in case of emergencies or disasters.
This service, if required, will take precedence over duties described in this position vacancy announcement.
This position is required to perform other duties as assigned by the supervisor.

KNOWLEDGES, SKILLS, AND ABILITIES-Considerable knowledge of computers and related information technology devices. Ability to communicate effectively with users who may not be coherent in clarifying problem situations. Ability to work under time constraints and other demands. Ability to establish and maintain effective working relationships.

MINIMUM EDUCATION/EXPERIENCE: Graduation from high school and four years of experience in the use of computing and information technology resources; or an equivalent combination of training and experience.

PREFERENCE will be given to candidates having prior experience in a corporate networked environment with a customer base of more than 100 users with HPE network equipment, Microsoft Active Directory, Microsoft Group Policy, Windows imaging services, Dot Net Nuke and other web editing platforms, Sysprep, Konica Minolta or other network integrated multi-function devices, Corporate Anti-virus, Microsoft Exchange system, SonicWall Security devices, Tyler Technologies MUNIS software, expert level skill of all Microsoft Office suites preferred, Service Desk software, experience in a customer-centric service desk environment, PC remote management and deployment software, SaaS applications, Intuit Quicken, hardware troubleshooting experience including but not limited to the repair and replacement of hard drives, power supplies, system memory, video cards, CPU and system fans, boards and other components, Microsoft Windows troubleshooting and repair including but not limited to general operating system errors, software installs, imaging and re-imaging systems, performing backups and restores on critical data, device driver software installs, social media, experience with tablets such as Android, Apple, Google and others, wide array of support examples dealing with laptops and desktops in corporate networked environment, cellular devices, North Carolina State specific applications such as NCFAST, CIFS, ACTS, XPRTR, NCHOD.

CLOSING DATE FOR APPLICATIONS/TRANSFERS: March 20, 2017 **at 5:00 PM** applications received after the deadline will not be considered.
Submit a completed **State Application (PD 107)** to the attention of Lee County Department of Social Services Personnel Office, 530 Carthage Street, PO Box 1066, Sanford, NC 27331.   You can locate on the county website or at http://www.osp.state.nc.us/jobs/general.htm. **NO RESUMES ACCEPTED UNLESS A COMPLETED STATE APPLICATION FORM IS ATTACHED.**