



BEAUFORT COUNTY DEPARTMENT OF SOCIAL SERVICES
invites applications for the position of:

COMPUTER SUPPORT TECHNICIAN II

Position Number 113-22-066

SALARY:
\$34,979.00/Year

OPENING DATE: 06/17/21

CLOSING DATE: 07/01/21 05:00 PM

DESCRIPTION OF DUTIES:



Please note: All education, including high school, and all employment history must be included in the body of the application for the application to be considered complete.

\$34,979 - Hiring Rate

\$36,728 - Salary after successful completion of one-year probationary period

This position is assigned to the Information Technology Systems Unit (ITS). The ITS Unit is supervised by the Computer Systems Administrator II position (CSA), although the position is expected to operate autonomously in the absence of the CSA II. The Information Technology Systems Unit is responsible for the operation of a complex computer and network system. This includes installing, maintaining, monitoring, repairing all components of the technology system. Each member of this unit provides technical assistance in hardware, software, and networking. This unit provides computer related training to staff, researches, and makes recommendations on the purchase of all equipment and software. This unit works closely with vendors to ensure the agency receives the best competitive pricing with the products that match the agency's needs.

The major purpose of this position is to provide technical support for the effective use of computer equipment, software applications, and basic networking including problem resolution. This position will primarily work in computer desktop hardware/software setup and support.

This position is also responsible for training of new employees on the use of computer software such as Office 365 (Word, Excel, Outlook, Access, PowerPoint), and in-house document management system.

KNOWLEDGE, SKILLS AND ABILITIES:



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Considerable knowledge of computers and related information technology devices. Considerable knowledge of the software packages utilized. 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.

This position must be familiar with and have experience with the use of a wide range of equipment used in this agency, including but not limited to; computers, monitors, servers, fax gateway, content filter, mobile devices, scanners, signature pads, printers, copiers and other devices. Must have experience with Windows Server 2016 and above, Active Directory, Windows Deployment Services, configuring Antivirus, software firewalls, Malwarebytes Endpoint Endpoint Protection, Windows Update Server, Windows 10, mobile device operating systems (such as iOS), full disk encryption software, and various versions of Microsoft Office. Must be experienced with the use of tools in terminating data cables.

Work requires high levels of focus and concentration and ability to multi-task in demanding situations. Attention to detail is required for successful performance. Must be knowledgeable in repairing computer systems, other technology equipment, installation/configuring of software applications.

MINIMUM TRAINING AND EXPERIENCE:



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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. (Specific knowledge of the particular software or systems supported may be required.)

- Knowledge and familiarity of Windows 10
- with ability to effectively use Microsoft Office 365/Suites (Word, Excel, Access, PowerPoint)
- Security Software (Antivirus, Firewalls, MDM, Encryption, Email Security)
- Basic knowledge of networking
- Laserfiche/Compass experience a plus.
- Knowledge /capabilities of back-up systems.
- Knowledge of different Internet browsers/capabilities.
- Experience in hardware/software installation and repair to include computers, peripherals, memory, and printers.
- Skill in communicating with technical personnel, as well as with workers without a technical background.
- Ability to communicate well with staff members in the training process is also essential.
- Ability to interpret and apply complex technical information. Problem solving skills.

SUPPLEMENTAL INFORMATION:



Please note: All education, including high school, and all employment history must be included in the body of the application for the application to be considered complete.

Valid Driver's License Required.

Hours of Work: 8:00-5:00 Monday – Friday. All employees are called upon to serve as shelter managers in times of natural disaster. Hours outside of 8:00 am – 5:00 pm may be necessary at times.

How to Apply:

Online Application: <https://www.governmentjobs.com/careers/beauforddss>

Pre-employment Drug Screening and Criminal Background check will be required as a condition of employment. Valid Driver's License Required.

Beaufort County is an Equal Opportunity Employer

APPLICATIONS MAY BE FILED ONLINE AT:
<http://co.beaufort.nc.us/departments/human-services/social-services>

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BW

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