

Computer Technician

Oneida County is accepting applications to fill a full-time (40 hr/wk) Computer Technician position in ITS (Information Technology Services). This position installs, configures, and maintains hardware and software for all PC computer equipment, performs Help Desk functions, maintains inventory and maintenance logs, provides documentation of installs and deliveries of computer equipment, and acts as software administrator for various office products and vendor supplied software. Starting 2019 hourly rate of \$19.00 to \$21.71 plus excellent benefit package.

Qualified individual must have two-year Associates degree in computer tech support or related, and two years work experience in an office environment performing technical software, hardware and troubleshooting duties; valid WI driver's license; Microsoft MCP certification or equivalent desired.

Complete job description and *required* Oneida County application are available at www.co.oneida.wi.gov or at Northern Advantage Job Service, 51A N. Brown Street, Rhinelander, WI 54501 (715) 365-1500. Completed application along with resume and college transcripts are due to Northern Advantage Job Service **by 4:30 p.m. on Thursday, June 20, 2019.**

EOE/AA

Oneida County Job Description

Job Title: Computer Technician
Class Title: Computer Technician
Department: Information Technology Services
Reports To: Information Technology Services Director
FLSA Status: Non-exempt
Prepared By: Jason Rhodes
Prepared Date: June 3, 2019
Approved By: Lisa Charbarneau
Approved Date: June 3, 2019

SUMMARY

This position installs, configures, and maintains hardware and software for all PC computer equipment located in the various departments of Oneida County. Performs Help Desk and Operator Functions. Maintains inventory and maintenance logs. Provides up to date documentation on installs and deliveries of computer equipment. Acts as software administrator on various office products and vendor supplied software.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties as assigned.

Install, update and troubleshoot PC hardware; hardware includes but is not limited to PC's, monitors, printers and communication equipment.

Install, update and troubleshoot PC application and operating system software; software includes but is not limited to windows, word-processing, spreadsheet, database, internet, intranet and e-mail connectivity, network communication, drivers and protocols.

Monitor, update, upload/download information to the Official Oneida County Web Sites. Including but not limited to design suggestions, grammar and spelling correction, solicitation and publication of current information and the drafting of new information.

Accurately distribute and maintain data and access to data and programs according to security change forms and equipment distribution procedures.

Maintain midrange computer functions; duties include but are not limited to main system printer operations, daily/monthly backups and system monitoring.

Maintain all help desk functions; duties include answering a variety of questions and correcting problems with PC and mid-range hardware and software; reporting problems to the ITS Director and/or the Network Analyst; maintaining help desk logs and updating procedures manuals with corrective actions.

Install, update, log, maintain and troubleshoot all Oneida County in-house and remote communications.

Maintain and accurately document all backup procedures and off site facilities.

Pager duty is required and scheduled via rotating assignments as needed.

Perform data entry functions if needed; answer the telephone and direct calls appropriately as needed.

QUALIFICATIONS To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Knowledge of computer hardware, software and accessories.
Ability to follow technical and procedural instructions.
Ability to make sound judgments based on available information.
Ability to plan, organize and schedule priorities effectively.
Ability to establish and maintain effective working relationships.
Knowledge of basic cable wiring and testing.
Must be able to pass an extensive background check.

EDUCATION and/or EXPERIENCE

Two-year Associate degree in computer tech support or related field.
Two years' work experience in an office environment performing technical software, hardware and troubleshooting duties.
Microsoft MCP certification is desired or equivalent experience.

LANGUAGE SKILLS

Good oral and written communications skills.

MATHEMATICAL SKILLS

REASONING ABILITY

Ability to evaluate situations and make good independent decisions based on practices, rules and procedures.

CERTIFICATES, LICENSES, REGISTRATIONS

Valid WI driver's license

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Must be able to bend, twist and squat; lift and carry up to 30 lbs.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Occasionally working extended hours or flex schedule will be required to accomplish tasks.

Will occasionally work in dusty and cramped quarters.