



Employment Opportunity

Kittitas County, Washington

POSTED: 3/25/2019

CLOSES: Open until filled

SERVICE DESK SPECIALIST

The current vacancy in Information Technology is a full-time, benefited, non-union, non-exempt position expected to begin as soon as possible. The Service Desk Specialist is responsible for management and administration of the County's desktop computers. The primary responsibility is to decrease down-time, increase effectiveness and efficiency, and produce high levels of satisfaction of end users through front line support. Anyone who meets the qualifications stated below may apply. Screening will commence on 4/05/2019 and continue until a suitable candidate has been found.

SALARY RANGE: \$4,115- \$5,537 per month.

ESSENTIAL FUNCTIONS

70% of the effort in this position will be expended in Individual effort.

The essential functions of this position:

- Triage and prioritize requests for service
- Tier 1 support: research, resolve and respond to support requests
- Install, update, support and manage desktop and laptop computer systems
- Acquire and maintain knowledge of relevant hardware and software products
- Attend training, assist in training and provide individual user training
- Maintain current and thorough documentation in call-tracking systems and other knowledge-bases
- Maintaining the inventory of all county computer hardware and software
- Act as liaison between IT and county employees or public
- Act as liaison with support vendors as necessary
- Document all aspects of the essential functions

15% of the effort in this position will be expended in Division effort.

The essential functions of the Operations Division, of which this position is a part, are to provide and maintain the desktop and information systems necessary for client productivity, including:

- Understand, interpret, and enforce technology policies and procedures
- Cross-train and support other Operations Division staff
- Desktop and laptop computer systems inventory, lifecycle management
- Planning for, and assisting others in planning for near-term technology improvements
- Keep up-to-date on new technologies and best practices
- Maintain software library
- Other duties as assigned by the IT Director

15% of the effort in this position will be expended in Department effort.

Members of the IT Department function as a team, each with unique skill sets, but work together and depend upon each other for the accomplishment of the mission:

Kittitas County is an Equal Opportunity Employer

Human Resources • Kittitas County Courthouse • 205 West 5th Ave Suite 107 • Ellensburg, WA 98926
(509) 962-7082 • FAX (509) 962-7083 • hr@co.kittitas.wa.us • www.co.kittitas.wa.us

To support the work flow and business needs of Kittitas County by providing appropriate technology tools, solutions, and assistance;

- through an excellent customer service experience for all clients; county employees and citizens;*
- by adopting their requests as our own;*
- to complete resolution;*
- through active teamwork;*
- in a fiscally responsible manner;*
- securely;*
- with creativity, respect, expertise, and professionalism;*
- communicating effectively at the appropriate comfort level with our customers;*
- while designing, maintaining, and supporting all county information technology infrastructure.*

It is the responsibility of each division and team member to manage available resources to accomplish their Essential Functions, while simultaneously supporting the other divisions so that the department goals are realized.

MINIMUM QUALIFICATIONS

- High School Diploma or GED
- Three (3) years of experience providing computer maintenance services of a technical nature, supporting a wide variety of users in a Windows environment, with at least two (2) years of increasing responsibility
- College courses in Computer Science or Management Information Services may substitute for some experience requirements
- Valid Washington State driver's license
- A criminal history and background check will be performed to include fingerprinting on qualified candidates. Convictions may preclude candidates from employment in certain circumstances. Factors such as relativity to the position, age at time of the offense, seriousness and nature of the violation, and rehabilitation will be taken into account.

NECESSARY KNOWLEDGE, SKILLS AND ABILITIES

- Familiar with Microsoft Active Directory and current Microsoft Windows desktop operating systems
- Basic networking troubleshooting (familiar with IP addressing, basic commands such as ping/telnet, and cable testing)
- Self-starter with strong self-management skills
- Able to handle high-stress situations while maintaining a high level of customer service and professionalism
- Able to organize and manage multiple priorities
- Excellent problem solving and research skills
- Excellent oral and written, technical and non-technical communication and presentation skills
- Able to maintain confidentiality
- Able to work well with others and take direction

PREFERRED QUALIFICATIONS

- Associate or Bachelor's degree in Computer Science or Management Information Systems
- Experience in computer maintenance services of a technical nature in a network environment with 50+ computers
- Windows server administration experience

- Professional certifications such as MCITP, A+, Network+, CCNA/P
- Microsoft support certifications or training
- Familiarity with ITIL practices for service desk, incident management, problem management, and definitive software library maintenance

WORKING CONDITIONS

Work is generally performed in an office environment with potential exposure to dusty conditions. Travel to all County office locations is required to service computer systems, with occasional travel necessary to attend mandatory training opportunities. Must have the ability to safely operate a motor vehicle in all types of weather and all levels of light. Sustained posture in a seated position and prolonged periods of computer operation; use of standard office equipment; strength to lift, pull, push and/or carry up to 50 pounds (possibly more with assistance); vision to read printed materials, a computer screen, and allow installation of equipment in all lighting conditions; and hearing and speech to communicate clearly in person or over the telephone. Must be able to reach with arms, grasp, sit, kneel, stoop, bend, squat, twist, crawl under office furniture, climb a ladder and stairs. Safety rules and regulations must be adhered to at all times.

Regular attendance and punctuality are required and expected Monday – Friday from 8:00 AM to 5:00 PM; however, extended or weekend hours may be required on occasion.

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

APPLICATION PROCESS

Applicants must apply online using the electronic recruitment portal. The following items are required:

1. Kittitas County Employment Application
2. Resume
3. Letter of Interest
4. Three Professional References
5. Supplemental Exam Answers

SUPPLEMENTAL EXAM QUESTIONS

1. Describe your experience with the essential functions outlined in the job description of this position.
2. What does customer service and teamwork mean to you?
3. What experiences, education and training do you have that support and strengthen your application for this position?