



Kittitas County, Washington
Employment Opportunity

Posted: 12/22/2022

Closes: Open until filled

SUPPORT TECHNICIAN

The Kittitas County Information Technology (IT) Department is currently seeking qualified candidates for the position of Support Technician. This is a full-time, non-exempt, benefits-eligible, non-union position. The Support Technician is responsible for maintaining the County's desktop computers and providing technical support to County staff. Anyone who meets the qualifications stated in the job description is encouraged to apply. This position is considered open until filled. Candidates should apply by 1/05/2023 for optimal consideration.

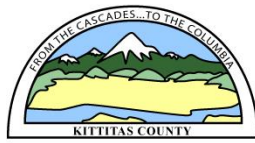
SALARY RANGE

\$4,731 - \$6,365 per month.

ESSENTIAL FUNCTIONS

- Provide excellent technical support to all County staff
- Triage and prioritize requests for service
- Act as the primary point of contact with clients and the steward of all service requests throughout their life-cycle
- Research, resolve and respond to support requests, and escalate to appropriate staff, as necessary, after basic information gathering, documentation, and troubleshooting have not resolved the issue.
- 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 knowledgebases
- Maintaining the inventory of all county computer hardware and software in a timely manner
- Act as liaison between IT and county employees or public
- Liaise with support vendors as necessary
- Document all aspects of the essential functions
- Document all work performed and communication with employees on projects and problems
- 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

This job description is a summary of the primary functions and expectations for this position. Additional department-related duties may be assigned as required.



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 considered.

REQUIRED KNOWLEDGE/SKILLS/ABILITIES

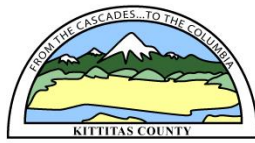
- Familiar with Microsoft Active Directory and current Microsoft Windows desktop operating systems
- Basic networking troubleshooting (familiar with IP addressing, basic commands such as ping/telnet, and cable testing).
- Self-starter with strong self-management skills
- Maintain professionalism, friendly manner and patient communication, even in stressful situations
- Able to organize and manage multiple priorities
- Strong attention to detail
- 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
- Professional certifications such as MCITP, A+, Network+, CCNA/P
- Microsoft support certifications or training

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.



Reliable attendance and punctuality are required and expected during regular business hours; 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. As part of the online application process, the following items must be uploaded in PDF format:

1. Resume
2. Letter of interest for this position
3. Three (3) professional references and one (1) personal references
4. Supplemental exam answers

SUPPLEMENTAL EXAM QUESTIONS

1. Describe the most interesting or challenging technical problem that you solved or helped your team to solve.
2. Describe which emerging technology excites or interests you the most.
3. Describe your favorite example of how your passion for technology has manifested itself in your life.