



## GEM COUNTY IT DEPARTMENT

**JOB TITLE:** Information Technology Support Specialist **DATE:** 04/30/2024  
**DEPARTMENT:** Information Technology  
**REPORTS TO:** IT Director  
**SALARY:** \$18.30 - \$22.88 DOE  
**CLOSING DATE:** Open until filled  
**BENEFITS:** Medical/Dental/Vision/Life Insurance paid for employee, PERSI Retirement, Sick Leave, Vacation after 1 year, Holiday Pay, and Funeral Leave

### SUMMARY

The primary function of an employee in this class is to provide IT Service Desk support and service management activities to ensure that users can continuously do their jobs in a timely and proficient manner. Provide input into operational processes for continuous improvement and operational effectiveness. Monitor, maintain and support all related software/hardware within his/her domain either directly or in-directly through contract support. Provide exceptional customer support.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Operate and maintain computer systems, individual user PC's, virtual machines and related hardware and software
- Troubleshoot and repair problems in hardware/software use and computer network system
- Operate system backups and monitor security of all technology
- Install and establish systems for users, including personal computer, printer, scanner, phone and related equipment
- Support activities include, but are not limited to, user login management, password reset, desktop/notebook support, peripheral device support, network connectivity, hardware and software upgrades, troubleshooting computer equipment malfunctions, new computer/device setup and user onboarding
- Install, maintain and upgrade system hardware and software
- Monitor and maintain equipment and supply inventories
- Provide technical support to County employees
- Maintain logs of required repairs and maintenance of computer equipment
- Maintain logs of hardware and software upgrades and renewal dates
- Maintain strict confidentiality in all cases
- Pass a criminal background check and be Criminal Justice Information Systems compliant
- Interacts with County employees, customers, vendors, visitors and the general public effectively and professionally
- Perform duties and activities in accordance with County policies, procedures and safety practices

- Provide network accounts and passwords
- Input and maintain IP addresses
- Ensure hardware is stripped down and secure before disposal
- Perform other related duties as required

## **KNOWLEDGE, SKILLS, AND ABILITIES**

### **Knowledge of:**

- Interpersonal skills;
- Personal computer installation, operation and maintenance
- Basic informational system and networking operations, practices and principles
- Printer, scanner and other related equipment operation and maintenance
- Public relations and interpersonal skills
- Customer service skills and techniques
- PC hardware, software and specialized applications
- Basic network protocols and interface systems
- Diagnostic methods for computer hardware and software
- Basic server and desktop virtualization
- Operation of standard office equipment, including a personal computer and job-related software applications;
- Operation of standard and specialized record and document scanning, copying, retrieval and maintenance equipment;

### **Ability to:**

- Analyze problems and issues and develop effective solutions
- Maintain and upgrade computer security and anti-virus systems
- Compile reports from a wide variety of sources and transmit data
- Understand and follow oral and/or written policies, procedures and instructions
- Operate standard office equipment, including a personal computer using programs and applications appropriate to assigned duties
- Develop and maintain effective working relationships with supervisors, co-workers, elected and appointed officials, and other County employees and the public
- Perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time sensitive deadlines
- Perform multiple tasks simultaneously, including handling interruptions, and return to and complete tasks in a timely manner
- Perform time management and scheduling functions, meet deadlines and set project priorities
- Actively collaborate, maintain and improve service management practices by logging requests
- Perform all work duties and activities in accordance with County policies, procedures and safety practices

## **ACCEPTABLE EXPERIENCE AND TRAINING**

- High school diploma or GED equivalency, preferably supplemented with two years of college or specialized computer training is preferred
- Two years of work experience in a similar environment is preferred
- Any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the work.

## **TYPICAL PHYSICAL REQUIREMENTS**

- Communicate effectively in person and on the telephone;
- Hear sounds within normal range of hearing (phone conversations, co-workers, supervisors) and to hear in the presence of noise;
- View and review a wide variety of written and electronic materials, distinguish letters and numbers and to see in detail, objects or printed material at greater than arms-length; to operate computer and related office equipment;
- Perform essential job functions in an office environment and that may require lifting/moving 30 lbs., bending, stooping, kneeling, stretching and other physical exertions including performing tasks involving hand/wrist/arm movements.
- Pass a pre-employment drug test

## **APPLICATION PROCESS**

- Applications are available on the Gem County website at:  
[https://www.gemcounty.org/departments\\_offices/human\\_resources/employment.php](https://www.gemcounty.org/departments_offices/human_resources/employment.php).
- Applications along with a resume should be submitted directly to the Gem County Clerk's Office at 415 E. Main St. Room 202 Emmett, ID 83617 in person or by mail.
- Questions regarding this job opening should be addressed to Commissioner Bill Butticci at [bbutticci@co.gem.id.us](mailto:bbutticci@co.gem.id.us) or 208-365-8975. Applications will be accepted until the position is filled.

## ***DISCLAIMER:***

***To perform this job successfully, an individual must be able to perform the essential functions satisfactorily with or without reasonable accommodation. The above statements are intended to describe the general nature and level of work being assigned to this job. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of individuals in the job. This job description is not an employment agreement and/or an expressed or implied employment contract. Management has the exclusive right to alter this job description at any time without notice.***