



POSITION: IT Junior Support Specialist

JOB CODE: 2343

GRADE: 113G

DEPARTMENT: Information Technology

DIVISION: Service Delivery

REPORTS TO POSITION: IT Manager (Service Delivery)

STATUS: Full-Time

FLSA: Non-Exempt

Position Summary

Provides basic level troubleshooting on Microsoft based endpoints to include hardware and software support on desktops, laptops, tablets, and printers. Work extends through a Service Desk ticketing system and offers remote and hands on support throughout the County. Position reports to an IT Manager (Service Delivery) for work assignments, direction, and supervision. Work of this class involves no supervisory duties or responsibilities.

Position Responsibilities

1. Provides technical assistance and support related to computer systems, hardware, or software.
2. Responds to queries, runs diagnostics, isolates issues and determines/ implements solutions.
3. Installs computer equipment, software applications, peripherals, and communication devices.
4. Prompt response time and meets SLA's.
5. Participates in computer system supplies inventory.
6. Participates in documentation of system devices, connectivity, software licenses, warranties, and maintenance logs.
7. Performs site visits to resolve problems that cannot be resolved remotely.
8. Sets up or restores standard builds, i.e., PC refreshes.
9. Responsible for the imaging and deployment of computer systems; configures, develops, and deploys bundled software for deployment.
10. Advises, trains, and assists users on optimum use of equipment and ensures installation of desktop hardware and software in accordance with technical standards.
11. Ensures installation of desktop hardware and software in accordance with technical standards.
12. Receives, logs, and processes Help Desk calls for assistances.
13. Performs initial triage of calls, tracks, and monitors computer problems.
14. Ensures timely resolutions to Business Partner issues.
15. Ensures endpoint security is consistent with County policies and procedures.
16. Ensures seamless transition of new workstations, migration of customer data, and testing of new workstations; installs system upgrades and patches.

Minimum Qualification Requirements

Education

High School Diploma or GED.

Experience

Minimum of three (3) months experience working with Microsoft Operating Systems; basic understanding of Active Directory desired.

**An interested candidate with an equivalent combination of education and experience as listed above may be considered.*

Certificate(s) and/or License(s)

1. Possession of a valid Class "C" non-commercial driver's license with no more than three (3) points.
2. HDI, A+, and/or Microsoft Desktop OS certification preferred.
3. Certification requirements subject to change and must maintain consistent industry standards.

Knowledge, Skills & Abilities

1. Provide excellent customer service.
2. Ability to communicate with others, both orally and in writing.
3. Ability to work with and provide assistance and training to non-technical employees.
4. Basic knowledge of current computer platforms and operating systems; necessary mechanical and analytical skills to install computer devices on network and peripherals.
5. Ability to work independently and follow standard operating procedures and departmental policies and standards.
6. Good interpersonal and technical skills.
7. Ability to be self-motivated and results oriented in a fast-paced environment

Miscellaneous Position Information

Working Conditions & Physical Requirements

This role is primarily sedentary in nature but may involve occasional strenuous effort, such as handling moderately heavy boxes, tools, equipment, or other materials; walking or climbing over uneven surfaces; and sitting/standing in fixed position for extended periods of time. Must be able to lift 50 pounds unassisted on a regular basis. General conditions involve working at a computer, using telephonic equipment, and interfacing regularly with internal and/or external stakeholders.

Work is normally performed Monday through Friday during normal business hours, however, may require alternate work hours 24 hours a day, seven (7) days a week.

Individuals appointed or promoted to a position in this class will be required to serve a probationary period of six (6) months. Performance will be carefully evaluated during the probationary period. Continuation in this class will be contingent upon successful completion of the probationary period.

**Telework is available for this position based in accordance with the County's Personnel Policies & Procedures Manual. Consideration for telework must follow the application, review and approval/denial process as set forth within the P&P Manual.*

Conditions of Employment

1. Prior to appointment, employees are subject to pre-employment medical history review and drug testing, extensive background investigation (which may require CJIS and NCIS clearance), including but not limited to reference checking, and driving history, and an evaluation of training or experience.
2. Employees in this classification are essential as defined by the County's Personnel Policies and Procedures Manual and are required to report to work during inclement weather or other designated emergencies.

Benefits (*Not all positions may be eligible for these programs.)

Cecil County Government offers a full complement of benefits including medical, dental, life, disability, and AD&D insurance programs as well as a generous time off benefits. We understand that finding the right balance between home and career is a challenge and offer the following programs: employee assistance program, flexible work arrangements/compressed schedule and telework/remote office opportunities.

This position description is representative of the general and most important components of this role and does not characterize every aspect of the job; other duties and responsibilities may be assigned as warranted and deemed appropriate. This document does not constitute a contract of employment, nor a guarantee of continued employment. Cecil County Government is an equal opportunity employer.

By signing below the employee indicates this job description was reviewed, acknowledged, and accepted. Questions regarding the job description should be directed to Human Resources.

Employee Printed Name

Date

Employee Signature