IT Technician Position

Job Summary.
This position is responsible for providing technical support to county employees, customers, and others. Additionally, this position will perform network related task in consultation with the network administrator. Work items range from desktop support to routine and basic network maintenance. This position provides IT support and troubleshooting, such as password reset; printer, laptop, and desktop configurations; break/fix instructions, ticket support, and maintenance. This position will require travel within Madison County offices.

Essential Duties and Responsibilities:
- Troubleshooting software and hardware problems with desktop and laptop computers
- Assisting county employees with their technical difficulties, both remotely and in-person
- Procuring and replacing necessary parts
- Imaging and deploying new computer hardware
- Installation of network cabling and equipment
- Removal and disposal of old, unused equipment
- Resolve a wide range of issues relating to hardware and software
- Maintaining information security standards
- Maintaining the county computer network and critical equipment
- Driving a county vehicle to and from agencies as needed
- Performs other related duties as assigned.

Minimum Qualifications:
- High school diploma or GED. Associate degree in related field is a plus.
- CompTIA A+ certification preferred
- Two years relevant work experience with windows computer troubleshooting
- Possession of a valid Motor Vehicle Operator’s License.

Knowledge, Abilities, and Skills:
- Basic computer networking knowledge
- Knowledge of Microsoft Windows systems including troubleshooting, driver installation, software installation, and administration.
- Knowledge of PC hardware and configurations
- Knowledge of active directory, network routing and phone systems is a plus
- Problem solving skills
- Strong troubleshooting and critical thinking skill
- Excellent communications skills
- Ability to lift and move 50 lbs.

How to Apply:
Interested applicants should send a cover letter and resume to recruitment@co.madison.oh.us