

York County Government

Position: Information Technology Technician **EXTERNAL Posting**
Status: Full-time
FLSA: Non-Exempt (Hourly)
Union: Non-Union
Reports to: IT Manager
Salary: \$19.00 / Hour

York County Government is an Equal Opportunity Employer

Purpose of the Position

The IT technician will be responsible for diagnosing computer issues, monitoring processing systems, install software and perform tests on computer equipment and programs. Assist employees with computer equipment set up, schedule maintenance and teach employees how to utilize County programs. Perform additional IT related assistance as directed by the IT manager.

Scope/Supervision

This position works under the general supervision of the IT Manager, who provides guidance on technical matters, and who reviews completed work assignments for conformance with established rules, regulations, policies and applicable federal and state laws.

Responsibilities and Examples of Duties

1. Serve as the first point of contact for end users seeking technical assistance over the phone or email.
2. Perform remote troubleshooting through diagnostic techniques and pertinent questions.
3. Diagnose and determine the best solution based on the issue and details provided by end users.
4. Walk the end user through the problem-solving process.
5. Direct unresolved issues to the next level of support personnel.
6. Provide accurate information on IT products or services.
7. Record events and problems and their resolution in logs and ticketing system.
8. Follow-up and update ticket status and information.
9. Pass on any feedback or suggestions by customers to the appropriate internal team.
10. Identify and suggest possible improvements on procedures.

Work Environment

Worked is regularly performed in various office environments and is regularly exposed to dust, odors, fumes and noise. Work may be conducted both indoors and outdoors to include inclement weather.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to talk and hear. The employee is frequently required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms. As well as on occasion lift 50 pounds or more.

Expected Hours of Work

This position requires a flexible schedule in order to meet all potential needs of the department. This may include but is not limited to on call duty and the ability to work nonstandard hours when the need arises.

Competencies

1. Customer / Client Focus.
2. Communication Proficiency.
3. Problem Solving/Analysis.
4. Interpersonal Skills.
5. Project Management.

Knowledge, Skills and Experience

1. Proven experience as a help desk technician or other customer support role.
2. Tech savvy with working knowledge of office automation products, databases and remote control
3. Good understanding of computer systems, mobile devices and other tech products Ability to diagnose and resolve basic technical issues.
4. Proficiency in English, excellent communication skills.
5. Customer-oriented and cool-tempered.
6. Ability to work independently.
7. Minimum two years experience in IT related field.
8. Advanced degree in IT, Computer Science or relevant field preferred. Equivalent combination of education and experience may be considered for minimum requirements.
9. Proficiency in/with:
 - Multiuser / Multi system computing environment.
 - Microsoft Windows 10
 - Microsoft Windows server 2008, 2012, 2016
 - Remote desktop server / WYSE clients
 - Office 365 applications including SharePoint/One Drive
 - Workstation Imaging/cloning
 - PC and printer repair
 - Mobile devices including MS Surface
 - IMC software