Madison County, Virginia
Application Instructions for Information Technology Technician
July 5, 2024

Madison County

Madison County is accepting applications for a **Information Technology Technician**. Information on Madison County, the positions and the application procedures can be found at https://www.madisonco.virginia.gov/. Applications will be received until the position is filled. EOE

Following is supplementary information on the positions and application instructions for all interested individuals.

Full-time employees are eligible for VRS retirement, employee health insurance (currently Local Choice-Blue Cross/Blue Shield) benefits, and holiday and vacation/sick paid time off. The current Madison County Personnel Policy is available on the County web site. Part-time positions are not eligible for these benefits. The hiring rate will depend upon the qualifications of the individual selected but anticipated to be in the $47,066.00 - $57,938.00/yr range.

Applicants are to complete a Madison County employment application form and return it to Human Resources Manager, Tillie Strothers P.O. Box 705; Madison, VA 22727 or to tstrothers@madisonco.virginia.gov. Resumes (and limited additional relevant documentation) are encouraged and will be accepted but will not be considered a substitute for a completed County application form. General inquiries by the applicant via telephone or in person are discouraged.

The County will give preference to applicants that have appropriate experience and good people skills. Applications will be reviewed on the basis of apparent qualifications.

All applicants are expected to be qualified with applicable experience and certifications and possess a valid driver's license. All applicants must be able to pass a drug screening and criminal background investigation.

Information Technology Technician

Department: Information Technology   FLSA Status: *Non-Exempt*

General Definition of Work

Under limited supervision, the Information Technology Technician will work with the Information technology staff to resolve all aspects of desktop problems. The candidate will utilize standard trouble shooting techniques to isolate and resolve problems in a timely manner. Provide 1st tier desktop support for county computers, applications, local area networks and Windows servers running VMware. Work is performed under the limited supervision of the Information Technology Manager.

Essential Functions

The following functions are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

Installs, configures, upgrades and troubleshoots PCs; troubleshoots network and telecommunications systems; diagnoses, tracks, resolves and documents issues.

Provide technical assistance and support for trouble tickets related to county computer systems, software, and hardware.

Advises, trains and assists users with their desktop functions, applications, desktop peripherals, mobile devices

Respond to requests for technical assistance in person, via phone and electronically to determine the nature of the problem.

Install, modify, and repair county computer hardware and software.

Install computer peripherals for users.

Isolate and resolve technical hardware and software issues.

Administer the IT ticketing System, escalate tickets to correct resource. Help isolate and resolve 1st tier network outages.

Ensure that all tickets are documented in detail from start to finish. Provide users with detailed feedback concerning their problems.

Maintains up-to-date knowledge of hardware, software and network technology.

Performs related tasks as required.

Knowledge, Skills and Abilities

Knowledge of computer hardware and Windows operating systems. Basic knowledge of networking fundamentals. Experience with Windows Active Directory, Microsoft Exchange, and Office 365 Administration is a plus. Familiarity with running system backups. Proficient in remote support tools and techniques. Excellent troubleshooting and problem-solving skills. Ability to work independently and collaboratively in a team environment. A willingness to learn new things, and the ability to learn new concepts quickly is essential. Exceptional customer service, communication, & documentation skills.

Education and Experience

High school diploma or GED, minimum of one year experience working in IT field, specifically in hardware, software and networking support. Preferred experience; Associate's degree from an accredited college or university in Information Technology or Computer Science. An equivalent combination of education and work experience may be considered in meeting the minimum education and experience requirements. Relevant certifications (e.g., CompTIA A+, Microsoft Certified Professional) are a plus.

Physical Requirements

This work requires the regular exertion of up to 10 pounds of force, frequent exertion of up to 30 pounds of force; work regularly requires speaking or hearing and using hands to finger, handle or feel, frequently sitting, stooping, kneeling, crouching or crawling, reaching with hands and arms and pushing or pulling and occasionally requires standing, walking, lifting and repetitive motions; work requires close vision, distance vision, ability to adjust focus, depth perception, color perception and peripheral vision; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data, visual inspection involving small defects and/or small parts, using measuring devices, assembly or fabrication of parts within arm's length, operating machines, operating motor vehicles or equipment and observing general surroundings and activities; worker is regularly exposed to the risk of electrical shock; work is generally in a moderately noisy location (e.g. business offices and/or computer printers, light traffic).

Special Requirements

Valid driver's license in the Commonwealth of Virginia.
Successful completion of criminal background check