



TECHNOLOGY SUPPORT SPECIALIST I - III

#140112-1

The Montgomery County Information Technology Department has a current opening for Technology Support Specialist (level 1 – 3, depending upon experience and qualifications). The Technology Support Specialist is responsible for the planning, deployment, support and maintenance of Montgomery County's end-user computing resources and some administrative duties, including but not limited to:

- Provide technology support to identify and resolve routine software/hardware issues for end-users.
- Support end-user devices including telephones, mobile devices (phones, tablets, mobile data terminals), and software upgrades for Windows, MS Office, browsers, database and other application systems.
- Provide Help Desk support via phones and email to include system & application administration.
- Test, implement and support new technologies for users.
- Manage asset inventory for all county devices.
- Maintain knowledge base and support documentation for applications and systems.
- Support end-user computing environment throughout various County departments and agencies.
- Support public safety systems such as Sheriff's vehicle cameras, MDT system, records management/jail & offender management system, and similar confidential application systems.
- Participate in on-call rotation.

Tech Support Specialist II or III (depending on experience/qualifications) may also perform advanced duties such as:

- Some procurement in conjunction with Purchasing Department, IT and Administration staff for software service contracts, hardware, peripheral devices and other items as needed.
- Support the application team in managing applications and environments for both on-premise systems as well as cloud-based solutions.
- Serve as support lead in designated systems.
- Participate in the evaluation and migration of applications and systems.

Preferred Associate's degree in Information Technology or combination of education and experience deemed equivalent plus demonstrated customer service skills/demeanor. Successful candidate will also have experience providing end-user support, customer service experience; working knowledge of the Windows 10 & 11 operating systems, Microsoft 365, basic networking, PC configuration management and deployment techniques.

Salary dependent upon experience and qualifications. Also includes excellent benefits package including health, dental and vision, flex spending, life, disability, VRS Retirement, 401 & 457 retirement options, onsite clinic, wellness programs, tuition/educational assistance, public sector loan forgiveness, and much more. Qualified candidates should apply at: <http://www.montgomerycountyva.gov/hr>. Application review begins immediately; job posting **open until filled**. To request an application accommodation for disabilities, contact Human Resources at 540.394.2007

Montgomery County, VA is committed to the principles of diversity and, in that spirit, seeks a broad spectrum of candidates including women, minorities, persons with disabilities, and veterans. As an Equal Opportunity Employer and certified Virginia Values Veterans (V3) organization, we are dedicated to nondiscrimination in recruitment, selection, hiring, pay, promotion, retention or other personnel action affecting employees or candidates for employment. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex/gender, national origin, disability or protected veteran status.

