



ST. MARY'S COUNTY GOVERNMENT VACANCY ANNOUNCEMENT

POSITION: Help Desk Technician, C07, \$44,886 - \$49,546, (B.O.E)
+ FRINGE BENEFITS

DEPARTMENT: Emergency Services and Technology

OPENING DATE: 09-13-17 **CLOSING DATE:** Open Until Filled

MINIMUM QUALIFICATIONS:

Education: Associate's degree.

Experience: Two or more years of related experience.

Note: Any equivalent combination of acceptable education and experience which has provided the knowledge, skills and abilities cited below may be considered.

ADDITIONAL REQUIREMENTS:

- ◆ Successfully pass extensive background investigation with favorable results;
- ◆ Negative drug test result from pre-employment drug screen;
- ◆ Successful candidate must provide proof of eligibility to work in the United States prior to employment.

JOB SUMMARY: Provides technical support to users on a variety of systems; tracks and completes work orders and documents all questions and problems pertaining to computer hardware and software applications; performs other duties as assigned.

DUTIES:

- ◆ Supports users of the County Network, AS400, and applications in use within County Government;
- ◆ Provides Tier 1 level support for hardware, software, system administration, and telecommunications problems reported;
- ◆ Resolves requests for assistance with computer-related problems and questions;
- ◆ Provides technical assistance to users where possible;
- ◆ Updates equipment, software, and inventories as directed;
- ◆ Controls and tracks software licenses;
- ◆ Works with equipment and software vendors to resolve problems as needed;
- ◆ Generates weekly and monthly reports;
- ◆ Provides training to users;
- ◆ Performs other duties as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- ◆ Ability to gain thorough knowledge of St. Mary's County Government policies and procedures;
- ◆ Ability to effectively communicate with other staff and members of the public to provide technical solutions for reported problems;
- ◆ Proficient in IT hardware and software management in assigned systems;
- ◆ Ability to exercise proper judgment when prioritizing and assigning work orders;
- ◆ Ability to follow through and complete requests for service;
- ◆ Ability to keep accurate records;
- ◆ Strong communication and organization skills;
- ◆ Effective time management skills.

PHYSICAL AND ENVIRONMENTAL CONDITIONS:

Limited strenuous physical demands, which may include, but are not limited to, lifting monitors, CPUs, and printers up to 60 pounds. May need to access tight spaces. Must be physically fit to respond quickly to user demand and keep up with fast paced environment.

May perform manual work involving walking over rough, uneven terrain, repeated bending, climbing, crouching, stooping, stretching, reaching or, handling of light boxes and tools as well as moderately heavy equipment or materials from 30 to 60 pounds. Must also have the physical ability to push/pull, squat, twist and turn. Requires continual sitting, standing or walking of 60%+ of the time.

Work environment involves everyday risks or discomforts which require normal safety precautions typical of such places as system user spaces and PC repair shop, e.g., use of safe work place practices with office equipment, and/or avoidance of trips and falls.

COMPENSATION/BENEFITS:

Hiring Salary: \$44,886 - \$49,546, annually (B.O.E)

FLSA: Non-Exempt

St. Mary's County Government offers a complete benefits package including medical, dental, vision, life insurance and long-term disability. We offer a 457 deferred compensation plan, employee assistance program, and education reimbursement. All employees are required to participate in the Maryland State Retirement Pension System (SRPS).

SELECTION PROCEDURE: Applications will be screened for those who meet job requirements and have related experience. Selected applicants will be invited for an interview. All candidates will be notified of their selection or non-selection for interview.

**TO APPLY: A 2008 ST. MARY'S COUNTY GOVERNMENT APPLICATION IS REQUIRED.
ALL PRIOR VERSIONS OF THE APPLICATION ARE OBSOLETE.**

Applications are available at:
Governmental Center, Potomac Building
Third Floor, Dept. of Human Resources
23115 Leonard Hall Drive, Leonardtown, MD
Phone: 301-475-4200 Extension: *1100 Fax: 301-475-4082
Jobs Line: 301-475-4200 Extension: *1109
Email: smchr@stmarysmd.com Website: www.stmarysmd.com
Must press the * key before the extension

ACCESSIBILITY NOTICE: If you need a reasonable accommodation for any part of the employment process due to a physical or mental disability, please contact the ADA Coordinator: amber.hebert@stmarysmd.com or (301) 475-4200, Extension: *1110

APPLY NOW - <http://www.stmarysmd.com/hro/application/HRAApplication.asp>

Applications must be received in the Human Resources Department on or before the closing date regardless of the postmark date.