

WARREN COUNTY DATA PROCESSING BOARD

Matt Nolan, Chief Administrator
Ben Clift, Director
Telephone: 513.695.1114

www.co.warren.oh.us

Administration Building
406 Justice Drive
Lebanon, Ohio 45036
Facsimile: 513.695.2972

POSITION: IT Support Technician

DEPARTMENT: Information Technology

LOCATION: 406 Justice Drive
Lebanon, Ohio

SALARY RANGE: \$20.00 - \$26.00 HOURLY

SCHEDULED HOURS: 40 HOURS PER WEEK

POSTING PERIOD: THIS POSTING IS BEING POSTED FOR
A PERIOD OF TIME NOT LESS THAN
SEVEN (7) CONSECUTIVE CALENDAR
DAYS, BEGINNING May 21, 2024

SEE ATTACHED JOB DESCRIPTION FOR MINIMUM
QUALIFICATIONS AND ESSENTIAL DUTIES OF THIS POSITION

APPLICANTS SHOULD APPLY ON LINE AT: <https://www.co.warren.oh.us> COMPLETE
THE APPLICATION AS FOLLOWS: CLICK ON JOB OPPORTUNITIES THEN CLICK ON
WARREN COUNTY APPLICATION FOR EMPLOYMENT, THEN DOWNLOAD TO YOUR
DESKTOP AND EMAIL THE APPLICATION TO: support@CO.WARREN.OH.US WITH A
RESUME . PLEASE CONTACT Ben Clift
WITH QUESTIONS AT: 513-695-1114.

APPLICATIONS WILL BE ACCEPTED UNTIL POSITION IS FILLED

THIS POSITION IS SUBJECT TO A POST-OFFER DRUG SCREEN AND
A BACKGROUND CHECK (BCI).

WARREN COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER

Title

IT Support Technician

Description

This is technical work supporting the operation, maintenance, and installation of information systems hardware, software, applications, and procedures. The Support Technician is part of a team that supports the operations and maintenance of all network and end-user computer hardware and software for Warren County. S/He will staff the Help Desk, trouble-shoot hardware and software problems, move and install hardware and software, train staff on hardware and software use, and assist in the integration of computer systems with the County's Network.

Responsibilities

- Install, configure, and troubleshoot all software, hardware, peripherals, and equipment.
- Oversee the daily performance of computer systems.
- Set up equipment for employee use, performing or ensuring proper installation of cables, operating system, and appropriate software.
- Answer users' inquiries regarding computer software and hardware operation to resolve problems in person, via telephone or from remote location.
- Work hands on with computer systems while also providing helpdesk support when needed.
- Basic knowledge of networking equipment including switches and firewalls.

Acquisition & Deployment

- Conduct research on emerging hardware and software products, languages, and standards in support of procurement and development efforts.
- Liaise with vendors for efficient implementation of new hardware and software products or systems and for resolution of any adaptation issues.
- Recommend, schedule, and perform hardware and software improvements and upgrades.

Operational Management

- Liaise with network administrators, systems analysts, and end users to assist in resolving problems with hardware and software products.
- Write programming scripts to enhance functionality and/or performance of company applications as necessary.
- Administer critical analysis of test results and deliver solutions to problem areas.
- Train end users to operate new or modified programs.
- Install software products for end users as required.

Position Requirements

Formal Education & Certification

Associates degree (A. A.) or equivalent from Two Year College or technical school; and one to three years related experience and/or training; or equivalent combination of education and experience that demonstrates possession of the knowledge, skills and abilities.

Knowledge & Experience

- Strong background in Desktop PC's, Mobile PC's, and associated peripherals.
- Strong background in Microsoft products including Windows 10 & 11, and Microsoft Office 365.
- Capable of troubleshooting, resolving, and supporting various hardware and software issues.
- Ability to resolve issues over the phone.
- Ability to work independently or within a group to resolve an issue.
- Ability to communicate with different levels of the organization with service-oriented attitude and customer focus.

Personal Attributes

- Able to communicate effectively with non-technical staff and with members of interdisciplinary teams.
- Flexible and adaptable in regard to learning and understanding new technologies.
- Strong written, oral, and interpersonal communication skills.
- Ability to conduct research into hardware and software-related issues and products.
- Highly self-motivated and directed.
- Keen attention to detail.
- Proven analytical and problem-solving abilities.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.

Work Conditions

- Uses or works in proximity to the use of firearms.
- Works in or around crowds.
- Has contact with potentially violent or emotionally distraught persons.
- Has exposure to hot, cold, wet, humid, or windy weather conditions.
- Has exposure to hazardous driving conditions.
- Ability to work from step ladders up to 10 feet above the ground or floor for up to 60 mins at a time several times per day.
- Ability to lift to 50 pounds in and out of vehicles for no more than 10 mins at a time in all weather conditions.
- Is subject to emergency call twenty-four (24) hours a day, seven (7) days a week.