



Technology Support Specialist

Franklin County Information Technology Department is recruiting for a Technology Support Specialist. An employee in this class performs tasks to aid in the on-going support of computer users. Employee provides hardware and software support to users including but not limited to software training, technical advice on software packages, LAN/hard disk back-ups for disaster recovery, hardware and software installation, disk formatting, and troubleshooting printer malfunctions. Employee develops and enhances simple applications and websites. Employees may generate ad hoc reports, develop user documentation, and evaluate hardware, software, and new technology to make purchase recommendations. Work is performed under general supervision of the Information Technology Director and is evaluated through observation, conferences, and the quality and effectiveness of work completed.

Duties and Responsibilities:

- Installs and tests of computer programs; instructs users; troubleshoots problems; maintains records and files.
- Maintains countywide servers, printers, and peripheral equipment to keep equipment operational.
- Coordinates multi-department needs for computer, network, and mainframe.
- Assists with coordinating software/hardware needs for system users.
- Adds/removes users to computer system.
- Performs software tests to ensure departmental needs are met.
- Visits County facilities to support, assist, evaluate, or diagnose computer needs.
- Instructs and teaches employees in learning new software, equipment, and programs.
- Installs new computer hardware/software.
- Rebuilds computer operating systems when users experience problems.
- Installs and sets-up networking hardware and software.
- Troubleshoots networking hardware problems.
- Responds to help desk inquiries/questions in a professional manner.
- Keeps informed on technological updates and/or improvements.
- Respond to requests for technical assistance in person, via phone or remote support.
- Troubleshoots and resolves technical hardware and software issues.
- Identifies and escalates situations requiring urgent attention.
- Tracks and routes problems and requests and document resolutions.
- Stays current with system information, changes, and updates.
- Access and install appropriate upgrades, patches, drivers, etc.
- Troubleshoots and resolves problems with the telecommunications systems.
- Performs related tasks as required.

Knowledge, Skills and Abilities

- Thorough knowledge of the operation, uses, and capabilities of computers, servers, network, and peripheral equipment.
- Working knowledge of programming techniques, language(s), operating systems, and computer equipment capabilities and limitations.
- Thorough knowledge of general office practices and equipment; general knowledge of computer functions and networking capabilities.
- Ability to understand and carry out complex written and oral instructions.
- Ability to install and maintain networking hardware and software.
- Ability to establish effective working relationships with department computer users and associates.
- Ability to communicate with employees in order to understand and respond to requests.
- Ability to install and maintain hardware and software programs.
- Ability to communicate effectively in oral and written form.
- Considerable knowledge of current network technology in hardware, software, and security of various applications.
- Considerable knowledge of how technology can be integrated into the public sector environment for a variety of applications and purposes.
- Working knowledge of a variety of Operating Systems including servers and workstations.
- Ability to plan and coordinate daily system checks.
- Ability to analyze, diagnose, and solve workstation hardware and software problems.
- Ability to install and maintain hardware and software programs.
- Ability to input data into the system at the required speed and accuracy level of the work assigned.
- Willingness to keep current and actively seek new information and technology in the operations and processing work.

Desirable Education and Experience:

High school diploma with coursework in computer technology or related field and three years of experience providing computer support; or an equivalent combination of education and experience.

Special Requirement:

Must possess a valid North Carolina driver's license upon hire.

Work Location: Louisburg, NC

Salary Range: \$41,984 – \$44,194

Closing Date: August 2, 2021

How to Apply: Visit <https://www.franklincountync.us/employment-opportunities/employment-center> to complete an electronic application or to obtain a printable application.

Franklin County is an Equal Opportunity Employer.

The County prohibits discrimination based on race, sex, color, creed, national origin, age or disability.

Pre-Employment Drug Screen and Criminal Background Screening are required.