

GORDON COUNTY, GEORGIA

Job Title: System Support Specialist

Department: Information Technology

Reports to: Information Technology Director

Job Summary

This position is responsible for providing technical assistance and support related to computer systems, hardware, or software located in various offices and departments throughout the County Government. The applicant must address a wide variety of user issues, including software problems, hardware failures, and network issues.

Primary Responsibilities

Provide technical assistance and support for incoming queries and issues related to computer systems, software, and hardware whether in person, via email or over the phone.

Maintain the daily performance of computer systems.

Respond to email messages for customers seeking help, asking relevant questions to determine the nature of the problem and work toward providing a solution.

Train end-users in access, security, use, and customization of programs and software.

Interact with customers walking them through the problem-solving process.

Install, modify, and repair computer hardware and software. Install computer peripherals for users.

Maintain antivirus software and keep it up to date on county computers.

Resolve technical problems with Local Area Networks (LAN), Wide Area Networks (WAN), and other systems.

Provide good customer service by following up with customers to ensure issue has been resolved.

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to evaluate, audit, deduce, and/or assess data using established criteria. Includes exercising discretion in determining actual or probable consequences and in referencing such evaluation to identify and select alternatives.

Human Interaction: Requires the ability to work effectively as a team member in providing excellence in customer service to County departments and ultimately to the citizens of Gordon County. Ability to communicate effectively to all levels of management and technical staff. Should be able to work independently as well and interact in a positive manner with others.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to overhaul, restore, renovate, construct, and/or rebuild equipment, machinery, or objects, requiring adherence to prescribed standards and specifications. Requires the ability to operate and control the actions of the same equipment, machinery, and/or objects. Requires the ability to operate and control the actions of equipment and machinery, requiring the monitoring, adjustment, regulation, and/or setting of multiple conditions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, advisory and/or design data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication and division; ability to calculate decimals and percentages; may include the ability to perform mathematical operations with fractions; may include the ability to compute discount, interest, and ratios; may include ability to calculate surface areas, volumes, weights, and measures.

Functional Reasoning: Requires the ability to apply principles of rational systems; to interpret instructions furnished in written, oral, diagrammatic, or schedule form; and to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness, and creativity in situations involving evaluation of information against measurable or verifiable criteria.

Minimum Requirements:

Associate's Degree in Information Systems, Business, Communications, or Industry Recognized Certifications in related fields.

1-2 years of experience with hardware, networking, phone systems, access control, and information systems.

Preferred Requirements:

- Bachelor's Degree in Information Systems, Business, Communications or related field
- 3 years of relevant technical experience in a local Government setting

Licenses and Certifications:

Valid Georgia Driver's License

Microsoft, Cisco, CompTIA, and/or other Industry Certifications in a related field

ADA COMPLIANCE/WORK ENVIRONMENT:

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of lightweight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or workstation. This position will require, climbing, stooping, bending and working in confined spaces while running cables. May require occasional lifting of up to 50 pounds.

Sensory Requirements: Some tasks require the ability to perceive and discriminate sounds, depth, color, and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: The essential functions of this position are regularly performed without exposure to adverse environmental conditions, however, this position will require travel to different county buildings and offices and may require exposure to inclement weather and adverse environmental conditions.

NO ATTEMPT HAS BEEN MADE TO BE EXHAUSTIVE IN THIS LISTING. OTHER DUTIES MAY BE ASSIGNED AS DEEMED NECESSARY BY THE IT DIRECTOR OR THE COUNTY ADMINISTRATOR.

**PENSION/DEFERRED
COMPENSATION**

**EMPLOYER CONTRIBUTION TO 457 DEFERRED
COMPENSATION PLAN OF 5% WITH EMPLOYEE
CONTRIBUTION OF 3%. (DEFERRED
COMPENSATION - NO TAXES PAID ON
CONTRIBUTIONS UNTIL WITHDRAWAL UPON
RETIREMENT OR TERMINATION OF SERVICES.
Eligible after 30 days.**

**HEALTH/DENTAL
INSURANCE**

**\$364.00 ANNUAL COST TO EMPLOYEE FOR
SINGLE COVERAGE (14.00 BIWEEKLY)
\$1846.00 ANNUAL COST FOR EMPLOYEE AND
DEPENDENT COVERAGE (71.00 BIWEEKLY)
Coverage begins after 90 days.**

LIFE INSURANCE

\$10,000.00 NO COST TO EMPLOYEE.

LONG TERM DISABILITY

**LONG TERM DISABILITY POLICY PROVIDED BY
COUNTY AT NO COST TO EMPLOYEE.**

VACATION

**½ DAY PER MONTH FOR 1 THROUGH 3
YEARS OF SERVICE; 1 DAY PER MONTH
FOR 4 THROUGH 10 YEARS OF
SERVICE; 1 ½ DAYS PER MONTH FOR ALL
OVER 10 YEARS OF SERVICE. MAXIMUM
ACCRUAL 30 DAYS. PAYOUT OF UNUSED LEAVE
UPON TERMINATION, 30 DAYS MAXIMUM.**

SICK

**½ DAY PER MONTH. MAXIMUM
ACCRUAL 45 DAYS. NO PAYOUT OF UNUSED
LEAVE UPON TERMINATION.**

HOLIDAYS

**New Year's Day
Martin Luther King, Jr. Day
Spring Holiday, (Good Friday)
Memorial Day
Independence Day
Labor Day
Thanksgiving Day & Friday After
Christmas Eve & Christmas Day**

Rate: 37,500-40,000