IT Support Specialist

SALARY: $66,206.40 Annually

OPENING DATE: 05/07/22

CLOSING DATE: 05/22/22 11:59 PM

DEPARTMENT: Sheriff's Office

JOB TYPE: Full-Time

FLSA STATUS: Non-Exempt

JOB NUMBER: 2200358

ESSENTIAL JOB FUNCTIONS:
El Paso County Benefits

- Work-Life Balance
  - 12 vacation days (96 hours, accrued per pay period) annually
  - 3 personal days (24 hours) annually
    - Hired 1/1-4/30, 3 days (24 hours)
    - Hired 5/1-8/31, 2 days (16 hours)
    - Hired, 9/1-11/30, 1 day (8 hours)
  - 12 sick days (96 hours) annually
  - 11 holidays annually
- Employee Fitness Centers
- Medical, Dental, Vision, and Life Insurance (click here for more information)
- 2 Onsite Health Centers
- Retirement plan (click here for more information)
- 457 Deferred Compensation Plan
- Tuition Reimbursement
- Employee Assistance Program (click here for more information)

Provides technical assistance, support, and advice users may need when resolving Information Technology (IT) related problems. Interprets problems and provides technical support and training for computer hardware, software, peripherals, and Information Technology systems.

- Installs, repairs, and maintains personal and mobile computer hardware, software and related equipment.

- Performs day to day maintenance and support of PC and mobile based software programs used by the Sheriff's Office. Acts as a technical resource in assisting users to resolve problems with specialized and dedicated technology systems.
- Makes purchase recommendations, including helping users assess needs and providing justification for equipment and services.
- Supports Sheriff's Office IT projects by assisting with technical support, training, equipment installation and repair, and software support.
- Manages user accounts and permissions in the Active Directory. Includes annual audit of user account list.
- Works with Command Staff to implement IT directives.
- Performs other duties as required.

QUALIFICATIONS:
- Associate's degree in Computer Science or Information Technology related field.
- Three (3) to five (5) years personal computer operations and Windows system configuration experience in a multi-vendor and multi-application environment.
- One (1) year computer networking experience with troubleshooting and debugging experience, emphasizing in IP based Ethernet LAN environment.
- Web development experience preferred.
- Extensive technical knowledge of hardware, operating and communications software for Windows based personal computers.
- Extensive knowledge of the Microsoft Office suite of programs.
- Extensive knowledge of personal computers, hardware, software and peripheral equipment and the ability to install, maintain and repair same.
- Proficient understanding of the principles, theories, and practices of Windows SQL Server databases.
- Must possess strong customer service skills.
- Ability to organize and manage multiple projects.
- Strong problem solving, analytical, and communication skills.
- Strong proficiency in creating technical documentation.
- Maintain regular and punctual attendance.
- Must pass background investigation, truth verification examination, drug screen, motor vehicle record check and physical examination.

LICENSES/CERTIFICATES:
- Must possess and maintain a valid Driver's License.
- A+ Certification required.
- Must obtain Dell Technician Certification within 6 months of employment.

WORK CONDITIONS:

Work is primarily in an office environment and jail facility with occasional travel to various County facilities. Work may also be required within the confines of a vehicle supporting mobile systems. Work requires lifting of objects weighing up to 40 pounds on occasional basis. Travel may be required in inclement weather.

IT Support Specialist Supplemental Questionnaire

* 1. How did you learn of this position?

  ❑ El Paso County Website
  ❑ Indeed.com
  ❑ Employee Referral
  ❑ Social Media (Twitter/Facebook)
  ❑ LinkedIn
  ❑ University/College Career Site
  ❑ Industry-specific Career Site
  ❑ Professional Membership Career Site
  ❑ Career Fair
  ❑ Other

* 2. Please select your highest level of education.

  ❑ High school diploma or equivalent education
  ❑ Associate's degree
  ❑ Bachelor's degree
  ❑ Postgraduate degree
  ❑ None of the above

* 3. Do you have an Associate's degree in Computer Science or Information Technology or a related field?

  ❑ Yes   ❑ No

* 4. Do you have three (3) to five (5) years personal computer operations and Windows system configuration experience in a multi-vendor and multi-application environment?

  ❑ Yes   ❑ No

* 5. Do you have an A+ Certification?

  ❑ Yes   ❑ No

* 6. Do you have a Dell Technician Certification?

  ❑ Yes   ❑ No

* 7. The Sheriff's Office employs a "non-release" hostage policy. This means that in the event you are taken hostage, either inside or outside of a Sheriff's Office facility (vehicles included), we would do everything within our power in order to secure your release; however, we would never release an inmate or prisoner. Can you work in an environment that operates under a policy such as this?

❏ Yes   ❏ No

* Required Question