

MONTGOMERY COUNTY

HUMAN RESOURCES DEPARTMENT
MONTGOMERY COUNTY • VIRGINIA
WWW.MONTGOMERYCOUNTYVA.GOV



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TECHNOLOGY SUPPORT SPECIALIST II

#140104-1

COUNTY OF MONTGOMERY

The Technology Support Specialist is responsible for the planning, deployment, support and maintenance of Montgomery County's desktop computing resources. These resources include all desktop and laptop PC hardware, monitors, printers and associated application software. Customary essential duties include but are not limited to:

- Provide Tier II/advanced technology support, in-depth analysis to identify and resolve software issues including vendor interaction.
- Specialized support of public safety systems such as Sheriff's vehicle cameras, MDT system, records management/jail & offender management system, and similar proprietary/confidential application systems.
- Support end-user devices including telephones, mobile devices (phones, mobile data terminals), and software upgrades for Windows, MS Office, internet browsers, database and other application systems.
- Provide Help Desk support via phones and email to include system & application administration.
- Test, implement and support new technology(ies) for users.
- Manage asset inventory for all county devices.
- Maintain knowledge base and support documentation for applications and systems.
- Support end-user computing environment throughout various County departments and agencies.

Requires a strong customer service attitude; education or training equivalent to an Associate's degree in Information Technology; end-user support or customer service experience; working knowledge of the Windows 10 operating system, basic networking, PC configuration management and deployment techniques.

Starting salary **\$41,570 year/DOE** with excellent benefits package (paid health, dental, vision, training opportunities, as well as flex spending, life, disability, VRS retirement, wellness program and much more). Interested candidates should apply online at: <http://www.montgomerycountyva.gov/HR> by **Friday, February 22, 2019** to be considered. For more information, please call our job line at (540) 394-2010; if application accommodation is needed, please contact Human Resources at (540) 394-2007. Montgomery County, VA is an Equal Opportunity Employer committed to nondiscrimination in recruitment, selection, hiring, pay, promotion, retention or other personnel action affecting employees or candidates for employment. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex/gender, national origin, disability or protected veteran status.