TECHNOLOGY SUPPORT TECHNICIAN

$44,104 / year or higher DOQ + **Full-Time County Benefits**

James City County Information Resource Management Department is seeking an individual to perform responsible work providing information and training to County employees regarding the use of technology through training, consultation, and direct help depending on area of focus.

Responsibilities:

- Provide help desk support for hardware, software, network, communication, security, and primary business applications to end-users; provide training with the deployment of new or replaced systems.
- Consult with employees on computer hardware and software problems and determines business process application solutions to the problems and assists users with the implementation of the solutions.
- Conduct formal computer training sessions for all computer ability levels of the county staff including content and design, delivery, scheduling, announcements, enrollment/registrations and evaluation; monitor and report on staff progress with technology training and administer mandatory technical training to include cyber security email and internet use training.
- Research and develop training plans and materials for new technology/software and apply the materials to new training sessions; provide special focused training for individuals and small groups to enhance end-user understanding and staff productivity.

Requirements:

- Any combination of education and experience equivalent to an Associate's Degree in information sciences, computer science or related field; some computer end-user training/support experience; experience in working with software, systems, application and network products.
- Must possess, or obtain within 30 days of hire, a valid Virginia driver's license and have an acceptable driving record based on James City County's criteria.
- Knowledge of the principles and techniques of adult learning practices; techniques, and principles of information systems; end user computing devices and related software, including word processing, spreadsheets, database managers, communications programs, mobile device applications, and other major end user software solutions, knowledge of principles and processes for providing customer service including setting and meeting quality standards for services, and evaluation of customer satisfaction; knowledge of operating systems including Microsoft Windows, Linux, Mac OS/iOS; setting up, maintaining, and troubleshooting server, desktop, and mobile computing devices, server and network based data storage systems, operating systems, standard office applications, Ethernet communication networks for both wired and wireless environments preferred.
- Skill in the use of computer software, including Microsoft Office Suite, Apple IOS, Microsoft Windows, web browsers, PDF creation tools, and computer based training development software; problem analysis and resolution.

Accepting applications until position is filled. Only online applications to our website will be considered. To apply, please visit the James City County Career Center at https://jobs.jamescitycountyva.gov