

MONTGOMERY COUNTY

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



755 ROANOKE ST, SUITE 2D
CHRISTIANSBURG, VA 24073
PHONE: 540.394-2007

TECHNOLOGY SUPPORT SPECIALIST I – PUBLIC SAFETY COUNTY OF MONTGOMERY

Position is responsible for the planning, deployment, support and maintenance of Montgomery County's Public Safety desktop computing resources and systems. These resources include all desktop and laptop PC hardware, monitors, printers and associated application software.

An employee in this position may be called upon to do any or all of the following essential duties:

- Provide Tier I support to identify/resolve software issues including interaction with vendors.
- Provide specialized support of public safety systems such as Sheriff's vehicle cameras, MDT system, Southern Software records management system, jail/offender management system, and similar proprietary/confidential application systems.
- Lead Enterprise Content Management (ECM) initiatives within the Public Safety offices including support for Laserfiche document management, forms, and workflows and DocuSign digital signatures as well as assist in web development efforts.
- Support all end-user devices including telephones, mobile devices (phones, mobile data terminals), software upgrades for Windows, MS Office, internet browsers, database and similar systems.
- Provide courteous Help Desk, systems and application support in-person, by phone or email.
- Manage asset inventory for all county devices.
- Maintain knowledge base and support documentation for applications and systems.
- Perform testing of new technology and deploy when requested.
- Monitor operations in the department.
- Interact and coordinate with various vendors.
- Support the end-user computing environment throughout the Public Safety offices.

Requires strong customer service demeanor; 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 concepts, PC configuration management and deployment techniques. Paid training and educational opportunities to enhance skills and knowledge are available through the County.

Minimum salary **\$39,590+/year DOQ** 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 **Wednesday, July 10, 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.



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