

Madison County, Virginia
Application Instructions
September 26, 2019

Information Technology Specialist

Madison County, Virginia is accepting applications for an IT Specialist. Information on Madison County, the position and the application procedures can be found at <https://www.madisonco.virginia.gov/>. Applications will be received until the position is filled with the anticipated review of applications to begin on October 29, 2019. EOE

Following is supplementary information on this position and application instructions for all interested individuals.

The position will serve as Madison County's first and sole in-house IT employee but will be supported by numerous consultants and vendors. Work will necessarily feature interfacing with all County employees as well as County leadership in maintaining existing systems and assisting with a variety of County projects that have an IT component. The position is expected to operate independently with minimal supervision and to supply routine, relevant and concise activity reports. Creation and maintenance of work plans, tracking of time and documentation of accomplishments will be required.

The IT Specialist opportunity is a full-time position that is eligible for VRS retirement, employee health insurance (currently Local Choice-Blue Cross/Blue Shield) benefits, and holiday and vacation/sick leave. County personnel policies can be viewed [here](#). The pay rate will depend upon the qualifications of the individual selected. Part-time and contract/"outsourced" arrangement proposals will be considered.

Applicants are to provide a completed Madison County employment application form available [here](#) with a resume containing a summary of all education, training, credentials and experience attached to IT Specialist; %Jacqueline Frye; P.O. Box 705; Madison, VA 2272. Resumes will be accepted but will not be considered a substitute for a completed County application form. Applications will be reviewed on the basis of apparent qualifications. General inquiries by the applicant via telephone or in person are discouraged.

The County will give preference to applicants that have superior work experience and good people skills.

All applicants are expected to be qualified with applicable experience and possess a valid driver's license. Due to the nature of the position and access to sensitive and confidential information, qualified applicants must be able to pass an extensive background investigation.

Information Technology Specialist

Dept: Administration

FLSA Status: Non-Exempt

General Definition of Work

Performs intermediate skilled technical work installing and maintaining computer hardware, software, and peripherals, troubleshooting system and user problems, coordinating with IT service providers, maintaining networks, servers and telephone systems, and related work as apparent or assigned. Work is assigned by and performed under the limited supervision of the County Administrator or his designee.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.

Essential Functions

Manage basic County networking infrastructure to include Wide Area Network (WAN), Local Area Networks (LANs), and Wireless Networks (WiFi, Cellular, Point-to-Point)

Manage technology vendors and service level agreements. Coordinate vendor-related interaction involving basic network operations, more specialized County operations (e.g., finance/bookkeeping), desktop support providers, security systems, web sites, etc.) to support system management by various County department heads.

Organize and maintain security systems in support of facility managers: courthouse access; security camera system in administration, courthouse, animal control, transfer station, etc.; alarm systems in administration building, etc.

Coordinate digital voice communications other than tower-based EMS (VOIP and cellular) with the appropriate vendors and departments. Manage phone system; troubleshoot problems; maintain common list of numbers (external) and extensions, locations/who assigned to numbers by individual and department. Maintain County, Departmental, and Staff telecommunications call patterns and functions as authorized by County management.

Manage email system: troubleshoot problems; coordinate establishment of new accounts and cleaning up/archiving old; responsible for archiving system; access archived email for County Administrator; support for County Administrator/constitutional officers re access, fulfill FOIA requests, etc. Creates, updates and deletes user accounts and access to network and email.

Coordinate, recommend and facilitate hardware/software procurement and hardware/software issue resolution. Work with county departments as assigned to develop system requirements, conducts feasibility and cost comparison studies, designs and/or review systems, and make recommendations on the appropriate action to be taken.

Organize, manage, and maintain County's IT asset inventory to include (a) hardware: desktop & laptop computers, printers, servers, switches, routers, etc and (b) software: basic desktop utility systems, finance/bookkeeping, GIS/Mapping, and other more specialized applications. Prepare requisitions and order new computer related systems and hardware - receive, distribute, setup and support initial startup.

Provide technical support to all departmental web site editors in their maintenance of the County web site; manage posting of job openings and procurements. Updates and maintains online forms; contacts vendor as needed to resolve website issues. Organizes employee web site maintenance support manuals and training.

Coordinates the development, implementation and follow through on technology projects in support of departmental projects as assigned by management.

Assist with setting up and maintaining new systems such as online procurement, document management, improved employee time reporting and online employment applications.

Organize and maintain network, desktop hardware, software, etc. and IT asset inventory and replacement/refresh plans.

Maintain work order records on what is done, requestor, spent, etc. by cost center. Installs, configures, upgrades, troubleshoots and repairs computer workstations and peripheral equipment; provides support for, configures and troubleshoots the VoIP phone system.

Answers telephone; receives and responds to technical questions via email, telephone and in person.

Compiles data from system databases and prepares summary reports on IT and in other relevant areas as assigned.

Provides support for feasibility and cost comparison studies, designs systems or reviews systems and makes recommendations on the appropriate action to be taken as assigned.

Knowledge, Skills and Abilities

Thorough knowledge of personal computers and software applications; thorough knowledge of TCP/IP networking principals and troubleshooting; general knowledge of network applications, operating systems, programming, and applications; general knowledge of modern office procedures, methods, techniques and equipment; general knowledge of the operations, characteristics and requirements of a computer configuration; skill in the use of personal computers, related software applications, hardware and peripheral equipment; basic understanding of use and configuration of MS Office/Office 365, cloud computing concepts and support, enterprise resource planning (ERP) software, structured cabling (ethernet, fiber), VoIP telephony, backup/data retention/disaster recovery/business continuity, windows server and active directory; ability to troubleshoot and resolve user and system problems; ability to train others in computer hardware and software applications; ability to communicate effectively orally and in written form; ability to establish and maintain effective working relationship with associates, contractors, vendors and the general public.

Education and Experience

Associates degree with coursework in computer science, or related field and moderate experience in an IT environment performing various roles such as computer installation, operations, maintenance and repair, or equivalent combination of education and experience.

Physical Requirements

This work requires the occasional exertion of up to 50 pounds of force; work regularly requires speaking or hearing and using hands to finger, handle or feel, frequently requires standing, walking, sitting, reaching with hands and arms and repetitive motions and occasionally requires stooping, kneeling, crouching or crawling, tasting or smelling, pushing or pulling and lifting; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data, visual inspection involving small defects and/or small parts, using of measuring devices, operating motor vehicles or equipment and observing general surroundings and activities; work occasionally requires working near moving mechanical parts and exposure to outdoor weather conditions; work is generally in a quiet location (e.g. library, private offices).

Special Requirements

Possession of A+ certification preferred but not required.

Valid driver's license in the State of Virginia.

Initial and ongoing confirmation by law enforcement of qualification to work in and around criminal investigation and records systems.

Last Revised: 9/26/2019