

# MONTGOMERY COUNTY

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



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## TECHNOLOGY SUPPORT SPECIALIST II - III #140106-1

Due to internal employee growth and promotional opportunities, Montgomery County has a current opening for Technology Support Specialist (higher level, second or third tier, DOE/DOQ). The Technology Support Specialist is responsible for the planning, deployment, support and maintenance of Montgomery County's end-user computing resources. 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 confidential application systems.
- Support end-user devices including telephones, mobile devices (phones, tablets, mobile data terminals), and software upgrades for Windows, MS Office, browsers, database and other application systems.
- Provide Help Desk support via phones and email to include system & application administration.
- Support the application team in managing applications and environments for both on-premise systems as well as cloud-based solutions.
- Participate in the evaluation and migration of applications and systems to the cloud.
- 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.

Competitive starting pay with excellent benefits package including paid health, dental, retirement, holidays/leave time, optional benefit plans and much more. Interested candidates should apply online at: <http://www.montgomerycountyva.gov/hr> by **Tuesday November 24, 2020** to be considered. To request an application accommodation for disabilities, contact Human Resources at 540.394.2007

Montgomery County, VA is committed to the principles of diversity and, in that spirit, seeks a broad spectrum of candidates including women, minorities, persons with disabilities, and veterans. As an Equal Opportunity Employer and certified Virginia Values Veterans (V3) organization, we are dedicated 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.

