



## **Technology Systems Technician for the best little community in Virginia!**

Floyd County Virginia

Are you interested in working in a great area with a lively arts and music community, surrounded by mountains, cattle, zip lines, wineries, and long-range country views? Would you like to spend your days in a rural community that boasts gig service to 95% of the county within the year? And would you like to assist our small but mighty county administration team with improving and maintaining our IT infrastructure in a way that adds benefit to the community while pinching those pennies by helping us use technology to save money? Then being our new IT technician may be the position for you!

We are looking for an IT professional who works well with people, technology, and communications. Key responsibilities fall into the following categories:

### **Staff IT Support**

- Assist staff with day-to-day troubleshooting with computers, phones, printers, copiers, and other devices.
- Serve as the central point of contact for all IT problems (applications, internet, etc.)
- Design, update and maintain the County webpage.
- Play a pivotal role in the county's social media strategy.
- Record and post Board meetings.
- Train staff on the use of technology.
- Assist staff in finding the right technology for their IT challenges.

### **System Maintenance and Troubleshooting**

- Provide maintenance for, and troubleshoot Network Servers, Switches and Routers along with other OEM devices within the County network.
- Be willing to learn new technologies.
- Installation, configuration, and testing of miscellaneous software.
- Manage network application software updates and upgrades.
- Maintenance of user IDs and passwords.
- Address application and OS software issues, hardware issues, trouble calls.
- Manage equipment inventory and warranties.
- Facilitate communication among third-party service providers.
- Advise the County Administrator on any updates needed to internal IT policies and procedures.

## Security

- Ensure up to date technology security is in place and used on all county equipment.
- Ensure daily backup of all devices, with reporting to the County Administrator and the Director of Public Safety.
- Work with the Director of Public Safety on Cybersecurity needs.
- Regularly test the network for security challenges.
- Work with the Director of Public Safety on special needs related to dispatch and emergency response.

A successful candidate would be excellent at working with technology, cybersecurity, and people. They should be able to help our staff use technology to support our community and help inform our residents using technology and social media. They must be a team player. They must be able to manage a budget. They must be able to do all this with limited supervision. In terms of approach, the candidate must be a self-starter and be skilled at clear and kind communication, have a positive disposition, and be community-minded.

The successful candidate must have at least a 4-year degree in information/computer science or relevant field, or an appropriate mix of education, certifications, and experience. A valid driver's license and willingness to work from home or the office, are required. Certification and experience with cybersecurity challenges is a plus.

The technician reports to the County Administrator and is a partner to members of the leadership team. Floyd County offers a full complement of employee benefits including health insurance and paid time off. This is a full-time professional position.

Floyd County is committed to hiring and retaining a diverse workforce. We are proud to be an Equal Opportunity Employer/Affirmative Action Employer, making decisions without regard to race, sex, gender identity, sexual orientation, national origins, creed, religion, disability, genetics, pregnancy, childbirth, or related medical conditions including lactation, age, color, marital status, military status, and any other characteristic protected by federal, state, or local law or regulation.