



MONTGOMERY COUNTY VIRGINIA EST. 1776

POSITION VACANCY
TECHNOLOGY SUPPORT SPECIALIST II - III
#140106-2

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 computing resources. These resources include all desktop and laptop PC hardware, monitors, printers and associated application software as well as administration of virtualized systems. 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, mobile data terminals), and software upgrades for Windows, MS Office, browsers, database and other application systems.
- Provide Help Desk support to include system & application administration.
- Test, implement and support new technologies 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 demeanor; ability to assist and educate end-users in a professional manner; education or training equivalent to an Associate's degree in Information Technology; previous customer service experience; working knowledge of the Windows 10 operating system; basic networking; PC configuration management and deployment techniques, and related skills.

Minimum pay range **\$44,102 - \$46,307+ DOE/DOQ** 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, September 28, 2021** 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.

