



**CLICK HERE
TO APPLY**

Junior Systems Administrator

Salary Band 4

FLSA: Non-Exempt

Reports to: Full-Time staff as assigned

Staff Supervisory Responsibility: No

We Value

Trustworthiness
Openness
The Highest Ethics
Efficient Stewardship
Knowledge
Collaboration
Service
People

General Service Areas/Conditions: Primarily indoor office environment. Ability to occasionally lift and/or move up to 25 lbs. Required on-call availability for nights, weekends, holidays or emergencies

Makes a daily difference in the Campbell County organization and locality through: hard work, open and honest communication, ongoing improvement and accountability.

Performs with excellence, the following tasks, including but not limited to:

- Fields incoming requests to the Service Desk for repairs, support requests, complaints and inquiries via telephone, e-mail and other supported methods to ensure courteous, timely and effective resolution of end user issues.
- Uses the appropriate system and processes to record, track and document the service desk request problem-solving process, including all decisions made and actions taken to final resolution.
- Performs remote and hands-on fixes at the desktop, laptop and tablet level, including but not limited to: installing and upgrading software, hardware and configuring systems and applications.
- Resourceful problem analysis, ability to apply diagnostic tools to aid in troubleshooting, review documented incident resolutions, and analyze trends to prevent future problems.
- Prioritizes and schedules support requests. Escalates problems (when required) to the appropriate technician.
- Performs post-resolution follow-ups to service requests.
- Develops help sheets, guides and FAQ's for end users.
Responsible for providing technical assistance, support and training to all system users.
- Assists in software releases and rollouts along with respective communication to end users. Provides computer operation support (AP, Payroll and Tax Check Printing/Processing, Close Processes).
- Responsible for supporting desktop, laptop and tablet functions and the replacement of respective and related equipment to include the transfer of data for all departments.
- Performs preventative maintenance, including checking and cleaning workstations, printers and peripherals. Tests fixes to ensure problems have been adequately resolved.
- Monitors applications, network, systems, inventory, consumables and trends & provide status to designated staff and management.
- Provides audio visual and facility support for trainings, day and evening meetings.
- Performs administrative tasks (answers/directs calls for information technology services, assists with purchasing/invoice processing, creates/maintains documentation and generates reports).
- Develops and maintains records for supply inventory, computer/network printer-related hardware and software products, licenses and infrastructure diagrams.
- Responsible for the e-cycling process for county computer equipment using predefined procedures.
- Responsible for phone system administration.
- Responsible for invoice and purchasing process administration tasks.
- Other as assigned.

Qualifications:

- Education: Associates Degree in a related field.
- Experience: One year of related experience.
Additional education and/or training may be substituted where applicable.
- Desired: Microsoft Windows 11 Operating System and Microsoft Office 2021 to include Microsoft Word, Excel, PowerPoint, Outlook, Project and Visio.
- Required: Ability to successfully complete Microsoft Operating System, Microsoft Office Applications, Security and other technical training and respective certifications areas as directed by Department Head within the time period provided. Requires successful completion of one specific training and respective certification within 12 months of hire date.
Requires valid Virginia Drivers' license
Requires completion of National Incident Management System IS-700 and IS-100 within 90 days of employment.

Core Skill Sets:

- Exceptional interpersonal skills, a strong team player, with a focus on rapport-building, listening and questioning skills. Strong documentation skills. Above average degree of competency with computer hardware, software and peripheral devices. Good working knowledge of Microsoft Windows operating environments using Microsoft Windows 11 and Microsoft Office using Microsoft Office 2021 or higher.
- Significant experience analyzing, troubleshooting, and resolving computer issues and problems (hardware, software, communications).
- Highly self-motivated and directed. Commitment to lifelong learning and personal development.
- Exceptional customer service orientation. Experience working in a team-oriented, collaborative environment. Ability to present ideas in a user-friendly language.
- Keen attention to detail. Ability to effectively prioritize and execute tasks in a high-pressure environment. Ability to absorb and retain information quickly. Proven analytical and problem solving abilities. Ability to conduct research into a wide range of computing issues as required.