Fauquier County Government – IT Support Specialist SR

The Fauquier County Department of Information Technology is seeking a resourceful and detail-oriented critical thinker to join our System Support Team as an Information Technology Support Specialist Senior.

In this role, you will provide hands-on support for associate-facing technologies, including end-user software, mobile devices, and conference room system such as projectors, flat screens, and conference phones. A core responsibility includes timely resolution of technical support tickets (VIA TSM) and through documentation of updates and actions taken on County-supported technologies.

Key Responsibilities:

- Assist County staff with troubleshooting mobile devices, operating system, and productivity applications.
- Support and maintain conference room technologies and AV equipment.
- Ensure prompt solution and accurate documentation of support tickets.
- Collaborate with the System Support Team to maintain high-quality IT services.

Qualifications:

- Associate degree in Computer Science or related field; or an equivalent combination of education and relevant experience.
- Minimum of 2 years of hands-on experience supporting IT systems and end-user technologies.
- proficiency with Microsoft Office, Windows operating system, and Apple IOS.
- General knowledge of Active Directory and Group Policy Objects (GPOs).
- Strong analytical and problem-solving skills with the ability to evaluate issues and apply practical solutions.

Idea candidate:

- Demonstrated excellent communication and customer service skills.
- Is highly organized, self-motivated, and capable of managing multiple tasks independently.
- Works well in a collaborative team environment and under time-sensitive conditions.
- Local government experience.

Apply today:

Submit your cover letter, resume, and application online at: Jobs.fauquiercounty.gov