



Middlesex County, Virginia Help Wanted

Information Technology Support Specialist

Middlesex County, Virginia is seeking a knowledgeable and customer-focused **IT Support Specialist** to join the County's Information Technology team. This position is responsible for providing day-to-day technical support to ensure reliable and efficient technology operations across County departments. **Minimum Qualifications include** Associates degree in computer science, information technology, or a related field, or an equivalent combination of education, training, and experience and a minimum of five (5) years of experience working with information systems, computers, hardware, software, and email systems. Pay range is \$47,500-\$52,000. For full job description and to apply, visit the County's website at <https://www.co.middlesex.va.us/jobs.aspx>

The primary job location is Saluda, Virginia, but duties are often outside of the office.

Job Purpose

This position functions as primary support for Middlesex County to perform responsible technical and administrative work in assisting with using computers, information technology, data resources and systems. The position assists in desktop support, server administration and email administration. The position serves as the primary help desk contact to fix problems and install systems as needed. The IT Support Specialist is responsible for maintaining and improving upon the efficiency and effectiveness of all areas under his/her control.

Primary Duties and Responsibilities

- Works with all County staff as primary contact and other departments as secondary contact to resolve problems with information systems, and software
- Installs hardware and software for new employees and sets them up in the email and networked systems for their office
- Assists with network administration, systems administration and end user support
- Assists with network infrastructure, security, and compliance of various hardware/software, updates the systems and hardware and software as directed
- Assists with accurate hardware/software licensing inventory
- Installs hardware and peripherals (workstations, printers and other various hardware)
- Serves as first contact for help desk type of questions for all departments

- Provides staff training on the use of County hardware, software, and the use of the website
- Manage email system for the County, add and delete staff as needed with appropriate security
- Ensures that all work is conducted in a safe manner and all work safety practices are followed
- Performs similar or related work as required, directed or as situation dictates
- Assists other department staff as needed to promote a team effort to serve the public
- Continues training; keeps current related aspects of Information Technology
- Consistent on-site and on-time attendance is essential for this position based on assigned schedule.
-

Education and Experience:

Associate degree in Computer Science or related field or any equivalent combination of education, training and experience that provides the requisite knowledge, skills and abilities for this job, plus over five years of experience with information systems, computers, hardware, software and email.

Licenses or Certificates:

- Valid driver's license
- Certifications in various Microsoft software, Wide Area Networks, Local Area Networks, web development preferred

For full job description and to apply, visit the County's website at

<https://www.co.middlesex.va.us/jobs.aspx>

For questions, email Assistant County Administrator AnnMarie Ricardi at

a.ricardi@co.middlesex.va.us