VACANCY ANNOUNCEMENT

HABERSHAM COUNTY
GEORGIA | Est. 1818

Position: Information Technology Specialist I   *Department:* Information Technology
Starting Pay Rate: $20.00-21.00/hour   *FLSA Status*: Non-Exempt
Posting Date: January 15, 2025   *Closing Date:* January 29, 2025

Job Summary:

The Information Technology Specialist I is a key person responsible for the day-to-day operation of the network and computer systems. This position provides first-level technical support to end users and supports the installation of the organization's network and computer systems, including local area networks, wide area networks, and other communication systems. The ideal candidate must possess a high level of technical expertise, good communication and documentation skills, and have a clear focus on best business practices in an enterprise environment.

Major Duties:

Systems Administration:
- Respond to IT support requests via phone, email, or ticketing system.
- Troubleshoot and resolve hardware, software, and network issues.
- Assist with the setup, configuration, and maintenance of computer systems and peripherals.
- Assist in the documentation and inventory management of network and computer systems.
- Manage user accounts, permissions, access rights, and storage allocations in accordance with best-practices regarding privacy, security, and regulatory compliance.
- Perform routine system maintenance and updates.
- Maintains an inventory of IT equipment and supplies.
- Provide excellent customer service to all end-users.
- Develop project plans, procedural documentation, visual diagrams, and relevant reports.

Operational Support:
- Provides first contact, help desk support for end users.
- Provide excellent customer service to all end-users.
- Install, upgrade, repair, and provide functional and operational support of all network andcomputer hardware, software, operating systems, and applications.
- Troubleshoot and maintain all network and computer systems and ensure that all systems aremeeting optimal performance.
- Solve problems when a user or an automated monitoring system informs them that a problem exists.
- Verify that employees' workstations are working efficiently and operating as intended.
- Receive, communicate, document, and track system support requests to ensure timely and proper resolution.
- Assist with the development, documentation, and testing of county-wide disaster recovery procedures and systems.
- Identify areas for network and computer system improvements to reduce long-term support requirements.
- Research various technology related hardware and software.
- Will participate in rotating on-call duties and is expected to be available for problem resolution 24/7 while on call.

Minimum Qualifications:

- Associate's degree in an Information Technology related field or equivalent combination of education and/or work related technical experience.
- At least one year of experience installing, troubleshooting, and repairing PC hardware and software.
- A+ Certification – *Preferred*
- A solid understanding of PC hardware, software, mobile computing devices, peripheral equipment, and networking principles and functions. Solid technical troubleshooting skills and a working knowledge of current technologies.
- Working knowledge of network security, firewalls, antivirus and cybersecurity concepts and protection.
- Understanding network concepts include WAN and LAN connectivity.
- Strong multi-tasking, customer service, and communication skills, including the ability to explain technical concepts to end-users.
- Proficient computer skills in programs including, but not limited to Word, Excel, Outlook, etc.
- Valid Class C Georgia Driver's License and satisfactory motor vehicle record.

The successful candidate must complete a Background/Reference Check and Pre-Employment Drug Screening prior to the start of employment.

To Apply: All internal applicants please call the Human Resource Department to get a copy of your application on file. Resumes will be accepted if you already have an application on file. If you do not have an application on file, please complete a Habersham County employment application, and submit a copy to Human Resources along with a copy of your resume. Applications and a detailed job description can be picked up at the Habersham County Human Resources Department, Administration Building located at 130 Jacob's Way, Clarkesville, GA 30523 in room 303. For more information please call (706) 839-0214.

Habersham County is an Equal Opportunity Employer.