



COLFAX COUNTY

Job Posting

JOB TITLE	Information Technology Support Specialist
Pay Status	Non- Exempt
Reports to	IT Director
Salary	Depends on experience
Date Close	Open until filled

POSITION SUMMARY:

Under general supervision of the IT Director, provides a wide range of support line-of-business applications, systems, and software. The Technology Support Tech will manage flow of service tickets from creation to closure. Responsible for providing troubleshooting, assistance, and support to staff with desktop computer problems including, but not limited to, PC hardware, software, Windows/Android/iOS OS, external peripherals, VoIP phones, mobile devices, Active Directory User/Group maintenance and Group Policy, and use of enterprise tools for imaging, deployment, and maintenance of computer systems. This position is Tier 1 support.

MINIMUM QUALIFICATIONS:

- Technical certification (MCSE, MOS, or A+) and/or Associates' degree with an emphasis on hardware/software support, networking, or equivalent
- 2 years' experience performing desktop specialist duties
- OR a combination of education, training, and experience that would demonstrate the individual's knowledge, skill, and ability to perform the essential duties and responsibility associated with the position
- Windows 7/8/8.1/10 enterprise, Server 2008/2012 standard and r2, Office 365, AV Suite Manager
- Knowledge of networking including VLANs

Primary Duties:

- Oversees staff hardware, software, and data access privileges in accordance to Colfax County IT Policies and management directives
- Troubleshoots and resolves first-level desktop, software, and network problems.
- With guidance: install, configure, troubleshoot and maintain IT infrastructure including but not limited to Networking, PC hardware, software, and peripherals
- Trains personnel on County software
- Utilize and maintain County's applications
- Works effectively under pressure
- Completes work and projects in a thorough and timely manner
- Can complete tasks without supervision
- Performs other duties as assigned

SCREENING AND COMPLIANCE:

- The offer of this Colfax County Position requires compliance with the following:
 - Employee must successfully complete employment drug screen and background check, no felony, DWI or Domestic Violence Convictions.
 - Must be able to lift, up to 50 pounds.

- o Employee must comply with policies and guidelines of the County.
- o Employee must possess a valid New Mexico driver's license by employment date and retain a valid license while employed in this position.
- o The employee is occasionally required to stand and reach with arms and hands, climb, balance, stoop, kneel, crouch, bend, or crawl. The employee performs physical activity including, but not limited to, lifting, carrying, and moving heavy objects; occasionally up to 35 pounds.
- o The employee may be required to deal with disgruntled individuals requiring the use of conflict management skills. The employee is required to perform work in confidence and under pressure for deadlines and maintain professional composure, tact, patience, and courtesy always.

PLEASE SUBMIT APPLICATION AND RESUME TO COUNTY MANAGER'S OFFICE IF YOU ARE INTERSTED IN APPLYING FOR THE POSITON, DEADLINE IS OPEN UNTIL FILLED.

**MAIL TO COUNTY MANAGER'S OFFICE, RE: IT SUPPORT SPECIALIST JOB POSTING, PO BOX 1498, RATON, NM 87740
OR**

EMAIL TO pmendez@co.colfax.nm.us, OR VISIT OUR WEBSITE www.co.colfax.nm.us AND FIND DETAILED JOB DESCRIPTION AND BENEFIT PACKAGE.

COLFAX COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER