



**JACKSON COUNTY
HUMAN RESOURCES**

JOB DESCRIPTION

Working Job Title:	Computer Support Technician I	Status:	Permanent Full-Time
Classification Job Title:	Computer Support Technician I	Function of Government:	Information Technology
Department:	Information Technology	FLSA Classification:	Non-Exempt
Reports To:	Assistant Director	Grade:	21

I. Primary Purpose of Position

A Computer Support Technician I will be responsible for support and maintenance of in-house computer systems, desktops, laptops and tablets. This position is responsible for all technology peripheral support. This includes installing, diagnosing, repairing, maintaining, and upgrading in a microcomputer environment, to ensure optimal performance. This position will troubleshoot problem areas in a timely and accurate fashion, and provide end user training and assistance where required.

II. Essential Job Functions (Duties and Responsibilities)

- Hardware and software installations.
- Maintenance and repair of existing equipment.
- Troubleshooting a variety of computer issues.
- Printer/scanner malfunctions trouble-shooting.
- Provide on-site technical support for Jackson County users.
- Maintain computer security deployment upgrades.
- Provide end user training in using Microsoft's Office core business applications and operating systems.
- Provide basic technical support help desk level 1: WAN and LAN connectivity, routers, firewalls, and security.
- Provide technical support for various other IT systems: servers, cameras, phones, audio/visual equipment.
- Provide technical support for County meetings.

III. Other Job Functions

Performs related duties as required or assigned by the IT Supervisor and Assistant Director.

Jackson County reserves the right to add or amend duties at any time.

IV. Knowledge, Skills, and Abilities

- Advanced understanding of operating systems, business applications, peripherals, and network systems.
- Basic understanding of WAN and LAN environment.
- Diagnostic skills with technical issues.
- Ability to multi-task and adapt to changes quickly.
- Self-motivated with the ability to work in a fast moving environment.
- Ability to repair/troubleshoot desktops, laptops, mobile devices, and peripherals depending on customer request.
- Proficient in virus and malware removal.
- Ability to work as part of a team and possess good interpersonal and communication skills.
- Strong verbal and written communication skills, including excellent customer service and public relation skills.

V. Minimum Education and Experience Requirements

Minimum: High school diploma or GED and two years of directly related experience, an associate's degree in computer science, information systems or related technical field or an equivalent combination of education and experience.

Preferred: An associate's degree or higher in computer science, information systems or related technical field with end user support experience.

VI. Special Requirements

- Must maintain a valid North Carolina driver's license.
- Work is primarily 8:00 a.m.-5:00 p.m. Monday through Friday, but requires some evenings and other after-hours work as required.
- This position provides critical support to Emergency Management, Public Safety, and all other Jackson County departments. Employee availability during inclement weather and other emergencies is expected.

VII. Physical Demands

Tasks require the ability to exert moderate to strenuous physical effort in sedentary to moderate effort work, which may involve some lifting, carrying, pushing and/or pulling of objects and materials of medium weight (25-50 pounds) and occasional exertion of physical strength to move objects of heavy weight (50-100 pounds).

Jackson County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act (ADA) and the Americans with Disabilities Act Amendments Act (ADAAA), the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

VIII. Signatures

Employee Signature

Date

Human Resources Director

Date