

CRAVEN COUNTY, NORTH CAROLINA

Employment Vacancy Posting

POSITION: IT Support Technician (400-2)
LOCATION: Craven County Information Technology Department
HIRING RANGE: \$38,039 - \$39,863
JOB TYPE: Full-Time/Permanent/Non-Exempt
POSTING DATE: August 27, 2015
DATE AVAILABLE: September 23, 2015
CLOSING DATE: September 8, 2015

PRIMARY PURPOSE OF POSITION

This position provides support and problem resolution for county owned electronic devices and software applications which include, but are not limited to, personal computers, printers, multifunction units, laptops/tablets, infrastructure wiring, general Microsoft Office products and anti-virus programs.

ESSENTIAL JOB FUNCTIONS

An employee in this class is responsible for providing first line support to county employees requiring installation of new equipment or resolving problems related to existing equipment. Must be a team player and be able to work with other IT and GIS professionals in diagnosing equipment and/or software issues quickly and provide a satisfactory resolution to the problem. Must be able to travel between work locations, via driving or walking, and be able to lift 25 lb. objects. Must be able to distinguish colors, as it relates to equipment warnings, fiber buffer tubes, cable types and light tests thru certain equipment. Will be part of the IT on-call rotation and be able to work non-standard hours as part of a 24/7 support team. Rotations are typically 2 weeks on and 4-6 weeks off. Many issues have been resolved via remote access capabilities.

MINIMUM EDUCATION AND EXPERIENCE

Two year degree in Information Technology or other associated computer degree. Course work which includes personal computers, operating systems, peripheral equipment, basic networking components, computer cable preparation, productivity software and troubleshooting are expected. Preference given to additional computer related certifications and/or degrees. Individuals must successfully pass a NC Criminal Background check. Must possess a valid NC driver's license.

ADDITIONAL JOB FUNCTIONS

Ability to work weather and non-weather related events in the Craven County Emergency Operations Center. Assist other IT professionals with tasks as directed.

HOW TO APPLY

Contact the Division of Employment Security for an official NC State Application (PD107) or download the application from <http://www.oshr.nc.gov/jobs/general.htm>. Applicants must be registered at www.ncworks.gov prior to submitting an application. Resumes will not be accepted unless accompanied by a completed application. Apply to Division of Employment Security, 2836 Neuse Blvd, New Bern, NC 28560. Craven County Department contact for questions is Dennis Holton at 252-636-6609.

Craven County is an Equal Opportunity Affirmative Action Employer.

