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POSITION ANNOUNCEMENT

NETWORK TECHNICIAN I

INFORMATION SYSTEMS DEPARTMENT

STARTING SALARY: \$ 1,220.40 Bi-Weekly - equivalent to \$ 31,730 per year

This is a full-time, 40 hour per week position which includes a full range of benefits including paid vacation, sick leave, holidays, employee health, dental, life, disability and tuition assistance programs.

JOB DESCRIPTION: Primary responsibility will be providing desktop support for end users. Responsible for assisting users with general Software and Hardware questions, while maintaining a high-level of customer satisfaction. Performs Troubleshooting, Diagnosis and Maintenance of Network Servers, Network Printers, Computer Workstations, and Notebook Computers. Monitors the performance of Computer Systems and Networks. Provides telephone assistance as required. Assist with Network Administration and System Maintenance. Performs Network and Workstation setup procedures. Installs Software on Computer Workstations, and Notebook Computers. Performs Hardware and Software upgrades. Utilizes a computerized work order system. Provides Tier 1 Level Help Desk Support. Performs other duties as assigned.

REQUIREMENTS: High school diploma or equivalent and technical training in computer repair and maintenance. Associates Degree preferred. Requires experience in work station support, performing computer repair and maintenance. An equivalent combination of education, training and experience that provides equivalent knowledge, skills and abilities will be considered. Must have good understanding of the use and technical operation of Computer Workstations, and Notebook Computers. Must have a sound knowledge and experience with the Internet Browsers, Email Applications, Microsoft Windows, Microsoft Word, Excel and other Office products. Experience with Local Area Networks, Wide Area Networks and Wireless Networks is desired. Excellent written and verbal communication skills with a clear and comprehensible telephone voice is mandatory. Must effectively communicate and interact with I.S. and other departmental personnel. Must maintain a high level of patience and tolerance at all times. Must have the ability to bend, stand and carry computer monitors, terminals and large boxes of paper on a daily basis. Must have and maintain a valid driver's license and satisfactory driving record.

TO APPLY: All applications must be submitted through our Self-Service Website at www.sccmo.org/hr. We do not accept faxed, e-mailed or print applications. Terminals are available on site at the HR Dept., 201 N. Second St., Room 519, St. Charles, MO 63301 Monday – Friday 8:00 am – 5:00 pm.

Applications will be accepted on a continuing basis until the position is filled or a sufficient number of qualified applicants have been received.

St. Charles County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, 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. St. Charles County is a drug and alcohol free work place. A pre-employment drug screen is required for all positions.

AN EQUAL OPPORTUNITY EMPLOYER