



JOB OPPORTUNITY BULLETIN

Harrison County affords equal job opportunity to all individuals, regardless of race, color, religion, sex, age or national origin.

Today's Date: September 26, 2022

Date Listing Will Close: October 3, 2022 at 5 p.m.

The following department has a vacancy for qualified employees in the following position:

Class Specification: IT Support Technician I

Location /Department: Information Technology

Salary: \$15.00 to \$17.00 per hour

Position Summary: See Attached Job Description

Job Duties and Responsibilities: See Attached Job Description

Qualifications / Experience: See Attached Job Description

HARRISON COUNTY PERSONNEL/ HUMAN RESOURCES

1801 - 23rd Avenue, First Floor, South Hall, Gulfport Courthouse
Phone: (228) 865-4194 Fax: (228) 865-4162 www.co.harrison.ms.us

APPLICATIONS MUST BE RECEIVED BY 5:00 P.M.

**HARRISON COUNTY, MISSISSIPPI
JOB DESCRIPTION**

JOB TITLE: IT Support Technician I

DEPARTMENT: Information Technology

FLSA STATUS: Non Exempt

REPORTS TO: IT Director

POSITION CODE: 8810

MAINTENANCE REVIEW DATE: Sept. 26, 2022

CLOSING DATE: Oct. 3, 2022

This job description should not be interpreted as all-inclusive. It is intended to identify the essential functions and minimum qualifications of this job. The incumbent(s) may be required to perform job-related responsibilities and tasks other than those stated in this job description. Nothing in this job description restricts management's right to assign or reassign job-related responsibilities and tasks to this job at any time. Certain functions are understood to be essential; these include, but are not limited to: attendance, getting along with others, working a full shift, and dealing with and working under stress. Any essential function of this class will be evaluated as necessary. Should an incumbent/applicant be unable to perform the essential function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA), reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

JOB OBJECTIVE: Under general supervision in the IT environment, this position is responsible for providing IT support to all departments in the County. This will involve identifying problems, troubleshooting and providing technical advice to assist users.

ESSENTIAL JOB FUNCTIONS:

1. Maintains, analyzes, troubleshoots, and repairs computer systems, hardware and computer peripherals. Takes ownership of open tickets and tracks until resolution.
2. Provides end-user training and assistance where required.
3. Advise and help in the implementation of County technology.
4. Provide remote troubleshooting solutions for computer or operating system issues that affect users.
5. Develop and support methods and procedures for synchronous technology adoption for the County (video conferencing, Voice over IP, Chat).
6. Handles support requests from users over the phone or email, troubleshooting issues and documenting events in the helpdesk ticketing system.
7. Maintains IT hardware and software inventory.
8. Coordinates with other IT personnel and with outside vendors to resolve problems, if necessary.
9. Work closely with other departments for collaborating IT projects.
10. Use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions

SECONDARY DUTIES AND RESPONSIBILITIES:

1. Document, manage, and update status of all user requests in the IT tracking system
2. Provides courteous and professional service to all Harrison County customers, both internal and external
3. Other related duties as required

SUPERVISORY RESPONSIBILITIES: None

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- Minimum 1 year of experience as a support technician in a technology environment
- Perform a wide variety of duties and responsibilities with accuracy and speed under pressure of time sensitive deadlines.
- Maintain confidentiality of information processed or prepared.
- Proficiency with Microsoft Office Suite. (Word, Excel, PowerPoint and Access). Ability to learn new software as necessary.
- Strong organizational skills essential. Must be well organized and attentive to details.
- Ability to work independently as well as with a team; cooperative and willingness to assist all County departments where necessary.
- Ability to communicate effectively, both orally and in writing.
- Must possess positive, professional interpersonal skills.

ADDITIONAL REQUIREMENTS:

Must possess a valid Mississippi Driver's License before employment and maintain licensure for duration of employment in this position.

*These knowledge, skills, and abilities are usually, **although not always**, acquired through the graduation from a standard four-year high school or GED Certification. Equivalent combinations of education and experience will be considered.*

SALARY RANGE: \$15.00 to 17.00 per hour

PHYSICAL REQUIREMENTS:

The physical activities marked below are representative of those that will be required on a regular basis to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

YES NO

Work involves lifting, pushing, pulling or carrying 40 pounds or more		✓
Work involves the operation of earth-moving equipment or commercial motor vehicles		✓
Work involves the operation of non-commercial motor vehicles	✓	
Work involves the operation of tools such as axes, shovels, sling blades, etc.		✓
Work involves the operation of motorized equipment such as chain saws, power saws, jackhammers, lawn mowers, tractor		✓
Work involves climbing or running		✓
Work involves stooping, bending, twisting, or reaching out in unusual positions		✓
Works above ground or floor level, such as on stools or ladders		✓
Works in a relatively high average temperature over a long period of time		✓
Work involves considerable physical exertion of the whole body over a long period of time		✓
Work requires near vision (20 inches or less)	✓	
Work requires distance vision (20 feet or more)	✓	
Work involves the detection of color differences	✓	
Work involves determination of the correct location of a sound, such as footsteps		✓
Work involves hearing and understanding conversation or sounds	✓	

WORK ENVIRONMENT:

The environmental conditions marked below are common to this job:

	YES	NO
Outdoor Weather Conditions		✓
Wet, Humid Conditions (non-weather)		✓
Work Near Moving Mechanical Parts		✓
Work in High, Precarious Places		✓
Fumes or Dust		✓
Toxic or Caustic Chemicals		✓
Extreme Heat (non-weather over 90° F.)		✓
Low Noise (e.g., business office)	✓	
Moderate Noise (e.g., light motorized equipment such as lawn mowers)		✓
Loud Noise (e.g., jackhammer, heavy motorized equipment)		✓

****This is an acknowledgement that I have read and understand this job description:***

Signature: _____

Date: _____