

BLAINE COUNTY

206 S 1st Ave, Suite 300, Hailey, Idaho 83333

Job Description

Job Title:	Information Technology Computer Technician
Department:	Information Technology
Reports To:	Information Technology Director
FLSA Status:	Part-time, temporary, non-benefitted / Non-Exempt
Starting Pay:	\$17.62 – \$18.67 per hour, depending on experience

Blaine County Information Technology Mission Statement:

Provide cost-effective, scalable, and customer-centric technology solutions that support efficient and effective public services.

General Statement of Duties:

The Information Technology (IT) Computer Technician works within Blaine County IT to ensure staff and external partners have fully operational information technology solutions.

Primary Job Responsibilities:

- Provides outstanding customer service to all customers, at all times.
- Builds and maintains respectful, positive working relationships with staff, supervisors, outside agencies, and the public using excellent customer service principles.
- Works with the IT team to deploy and support the following technology solutions:
 - Physical desktop computers and laptops;
 - Networked and standalone printers, copiers, scanners and faxes;
 - Client applications including, but not limited to, Microsoft Office suite, imaging, financial, permitting, recording, document management, and audio/video capture;
 - Desk phones; and
 - County-owned smartphones.
- Stages and deploys Microsoft updates and software patching via automated and manual tools.
- Updates and maintains IT asset inventory.
- Documents the implementation of, and modifications to, technology systems as assigned.
- Works efficiently with vendors, technicians, and implementation teams as needed to complete assigned duties and tasks.
- Researches and recommends technology solutions that align with current and future fiscal year priorities.
- Escalates tasks to tier II and tier III support staff as appropriate.
- Performs other duties as assigned.

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Job Specifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job responsibilities.

Education and Work Experience:

- A minimum of six (6) months of experience working within computer science, data processing, computer information systems and/or data communications support;
- Any additional training and/or certifications in Microsoft Office, CompTIA A+, Windows 7/10 operating systems, or other technologies is preferred.

Language Skills:

- Must have the ability to communicate by understanding and speaking the English language; read, analyze, and interpret general business periodicals, professional journals, technical procedures and government regulations; write reports and business correspondence, effectively present information, and respond to questions from groups of managers, technicians, and the general public.
- Excellent written and verbal communication skills, including e-mail communications.

Mathematical Skills:

- Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry; apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

Reasoning Ability:

- Ability to solve practical problems and deal with a variety of situational variables where only limited standardization exists; interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Other Knowledge, Skills, and Abilities:

- Basic computer and peripheral troubleshooting skills.
- Ability to prioritize multiple tasks and manage projects.
- Ability to work as part of a team as well as independently with minimal supervision.
- Must be able to work in a fast-paced environment with multiple interruptions.
- Ability to perform essential duties with efficiency and accuracy.
- Must be able to pass a criminal history background check.
- Must possess a valid Idaho Driver's License.

Essential Physical Abilities:

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the

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essential functions. While performing the duties of this job, the employee is regularly required to stand, walk, sit, and drive; use hands to finger, handle, or feel; reach with hands and arms; talk and hear. The employee occasionally is required to climb, balance and stoop, kneel, crouch, or crawl and must frequently lift and/or carry up to 40 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

Working Environment

- Work is performed in an office environment where the physical demands require sitting for extended periods of time; frequent use of computers and standard office equipment; some travel between work locations will be required; may work under stress of deadlines.

Equal Opportunity Employer:

Blaine County is an Equal Opportunity Employer (EOE). Qualified applicants are considered for employment without regard to age, race, color, religion, sex, national origin, sexual orientation, disability, or veteran status.

This job description indicates, in general, the nature and levels of work, knowledge, skills, abilities and other essential functions (as covered under the Americans with Disabilities Act) expected of the incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required. Employee may be asked to perform other duties as required.

Application packets will be accepted until the position is filled.

To apply, submit a resume and completed application through the Blaine County website at

<https://www.co.blaine.id.us/243/Human-Resources>.