



BINGHAM COUNTY
Is Recruiting for the Position of
System Support Specialist

November 27, 2023

Salary Starts at: \$45,822.40

Hiring Step DOQ/DOE

Full time, County Benefits Included

Closing Date: Open Until Filled

Pay Grade: N22

FLSA Designation: Non-Exempt

Purpose Of Class/Primary Function

Under direction of the Information Technology Director, the candidate will be responsible for supporting, organizing, modifying, and installing Bingham County's Computer systems. Familiar with Local Area Networks (LANs), Wide Area Networks (WANs), Internet and Intranet systems and network segments.

Essential Duties and Responsibilities (will vary by assignment)

- Maintain, install and support server and desktop systems.
- Analyze and isolate pc, server, and network issues.
- Monitor systems to ensure security and availability to specific users.
- Evaluate and modify systems performance.
- Identify user needs.
- Determine server and pc system requirements.
- Maintain integrity of server infrastructure, deployment and, security.
- Assign configuration of authentication and authorization of directory services.
- Maintain network facilities in individual machines, such as drivers and setting of personal computers as well as printers.
- Maintain Windows servers such as file servers Virtual Private Network (VPN) gateways and intrusion detection systems.
- Administer servers, desktop computers, printers, routers, switches, firewalls VOIP Phones, software deployment, security updates and patches.
- Maintain network documentation.
- Train users by designing and conducting training programs; providing references and support.
- Update job knowledge by participating in educational opportunities; reading professional publications; maintain personal networks; participating in professional organizations.

Bingham County

System Support Specialist

- Protect confidentiality.
- Ensure continuity and statutory compliance through adequate back-up systems and protocols.

Specialty Areas

- Windows Active Directory experience. Must be able to understand, administer and support 24x7 Law Enforcement System, work with various state agencies, and corporate vendors to troubleshoot state, law enforcement networks and systems. Must be able to learn and become proficient in various government software suites, physical security systems including IP cameras, DVR's and physical access control. Must be available for on-call status. Will support various additional specialty areas as assigned. Must be able to adapt and learn.
- Experience with Group Policy, Microsoft Infrastructure services, Dynamic Host Configuration Protocol (DHCP), Domain Name Systems (DNS), and Remote Authentication; experience with VMware server virtualization; knowledge of VOIP telephony systems and the ability to manage and troubleshoot networking or day-to-day issues.

Qualifications and Competency Requirements

Essential:

- Proficiency in: Microsoft Office 2013 and above, Microsoft Exchange 2016, Microsoft server 2012 and above, Microsoft SQL Server 2008 and above, Microsoft Hyper-V, VMware 6.X and above, Storage Area Network (SAN) and Network Attached Storage (NAS) storage devices, Active Directory, SonicWALL Fire Walls, Remote Desktop Protocol (RDP) and Remote Apps, Internet Protocol (IP) Networking and Management, server hardware, Dell workstations, IP printers, scanners and all-in-one workstations.
- Network, software, hardware & storage troubleshooting skills.
- Wireless networks, troubleshooting, deployment, and management.
- Self-starting and motivated.
- Ability to multi-task and work on various projects simultaneously.
- Ability to work with outside vendors and consultants on a daily basis.
- Ability to interface with all departments and personnel.
- Ability to interface and communicate with third-party vendors.
- Communicate effectively through oral and written means.
- Valid driver's license.
- Will need to pass a background check to be able to work in law enforcement and jail areas.

Preferred:

- 5+ years of experience working in Information Technology industry.
- Experience with the installation of Computer Arts software.
- Experience with the Computer Arts County and Law Enforcement software.
- Experience with ESRI and ArcGIS software.
- Support and troubleshooting of Idaho Supreme Court software and hardware.
- Experience with IT project management.

Work Environment

- Works indoors in limited office space, with adequate lighting, temperatures and ventilation. Limited work outdoor.
- Normal exposure to noise, stress, and frequent interruptions.
- Normal exposure to dirt/dust.

- Travels occasionally when needed to go to outlying offices, e.g. Road & Bridge, Central Transfer Station, County Landfills and Extension Office.
- Incumbent will occasionally need to work in the County jail

Machines Typically Operated

- General computing and networking equipment, including phones, computers, fax machines, printers, etc.

Essential Physical Abilities

- Sufficient clarity of speech and hearing, with or without reasonable accommodation, which permits the employee to discern verbal instructions and communicate effectively with the public and other employees in person and by telephone;
- Sufficient visual acuity, with or without reasonable accommodation, which permits the employee to comprehend written work instructions, review, prepare, and evaluate documents and file them in a prescribed order, and organize and file documents and materials;
- Sufficient manual dexterity, with or without reasonable accommodation, which permits the employee to operate a personal computer, standard office equipment, specialized court recording and transcription equipment, and a motor vehicle;
- Jobs in this class require, with or without reasonable accommodation, lifting or moving up to 25 pounds occasionally. The employee is regularly required to stand; walk; sit; bend; stoop, crouch, and stretch. The employee is frequently required to use hands to operate a computer keyboard and standard office equipment; to handle or feel; and to reach with hands and arms.

Benefits

Bingham County offers a highly competitive benefits package including membership in the Public Employee Retirement System of Idaho (PERSI), paid time off, holiday pay, as well as medical, dental, vision and life insurance.

How to Apply

A job description and the **Application** may be found on our website: www.co.bingham.id.us in the Human Resources section.

The back page of the **Application** is an Authorization for Release of Records and Personal Information. You will need to sign this document in front of a Notary Public. The application is not complete without this page having signatures.

When you have completed the Application you may submit it by fax to (208) 782-2681 or email it to: lpope@co.bingham.id.us by the closing date and time.

Items that must be attached to the Application

Valid Idaho Driver's License
Resume

If your application is not complete or doesn't have the required documentation, you will not be considered for this job posting.