



# Madison County Vacancy Announcement

## Information Technology Helpdesk & Cyber Security Technician

### **Position Summary:**

An Information Technology professional who provides technical assistance and support to the County Employees, virtually and in person, while protecting computer systems from external threats and data loss. Identify risks for data theft and loss, develop solutions for addressing vulnerabilities and deploy countermeasures as necessary.

This position is non-exempt under the Fair Labor Standards Act.

### **Where to Apply:**

Submit an NC State Application with a cover letter to Madison County Human Resources. To obtain an application, visit <https://www.madisoncountync.gov/employment-opportunities>. Applications will be accepted at the Madison County HR Office, 107 Elizabeth Lane, Marshall, Or can be mailed to: Madison County Human Resources, PO Box 579, Marshall, NC 28753.

Applications will also be accepted via email to [hr@madisoncountync.gov](mailto:hr@madisoncountync.gov).

Madison County Government is an Equal Opportunity Employer.

### **Essential Functions:**

- Serve as a point of contact for employees seeking technical assistance
- Perform remote troubleshooting through diagnostic techniques
- Safeguard information system assets
- Provide endpoint support for desktops, laptops, mobile devices and software
- Troubleshoot basic networking problems
- Setup new computers and users and provide basic training
- Utilize a content management system to make website updates
- Maintain County wide inventory
- Determine security violations and inefficiencies by conducting periodic audits
- Install and update prevention software as needed
- Utilize Vulnerability and Threat Management tools
- Develop and maintain security measures across county infrastructure

### **Knowledge, Skills, and Abilities:**

- Strong written communication skills to compile reports
- Analytical skills to interpret complex data sets
- Tech savvy with working knowledge of office automation products, databases and remote control
- Familiarity with computer hardware, Windows OS and Microsoft Office
- Proven work experience as a cyber security specialist or similar role
- Proficiency with antivirus and security software
- Customer-oriented, attention to detail and ability to multi-task
- Observational skills to spot and resolve issues as quickly as possible

### **Education:**

Security+ certificate or one comparable is highly recommended. Associate's degree in a related field or 1 year of experience in help desk support and/or cyber security.

### **Physical Requirements:**

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. In compliance with ADA requirements, reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. The individual hired will need to be able to lift 50 pounds.

### **Requirements:**

Applicant must be willing to submit and pass a pre-employment drug/alcohol test as well as a criminal background check. This position is subject to health and safety sensitive drug screens. Must possess a valid North Carolina Driver's License.

### **Salary:**

\$41,600.00-\$50,000.00, depending on qualifications. This position comes with a benefits package including paid health insurance; dental, eye and other supplemental insurance available, paid sick time, paid vacation time, and paid holidays.