



# Madison County Vacancy Announcement

## ITS Helpdesk Technician

### Position Summary:

We are looking for an IT Services Professional to join our small team. The role will be the first point of contact for troubleshooting users' technical issues. The position will report to the county's IT Director.

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

### Where to Apply:

The position is open until filled. Submit a North Carolina State Application (PD 107) 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 Human Resources Office, 107 Elizabeth Ln., Marshall or 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:

- 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
- Assist IT with ongoing projects as necessary
- Maintain County wide inventory

### Education:

Associate's degree in a related field or 1 year of experience in help desk support.

### Knowledge, Skills, and Abilities:

- Strong communication skills
- Familiarity with computer hardware, Windows OS and Microsoft Office
- Ability to mount televisions, rack servers and terminate data cables
- Attention to detail and ability to multi-task
- Enjoys exercising problem solving skills

### 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 job. 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 35 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:**

\$36,000-\$38,500, 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.