



## EMPLOYMENT OPPORTUNITY

# TECHNICAL SUPPORT SPECIALIST I/II

### SALARY AND BENEFITS

Specialist I - \$19.28-\$23.18 hourly plus benefits package

Specialist II - \$21.13-\$25.43 hourly plus benefits package

### FILING DEADLINE

**Open until filled.**

### DUTIES AND RESPONSIBILITIES

*The Technical Support Specialist I/II works with various departments to provide technical support for the hardware and software of multiple systems within the county. The major duties of the job include:*

- One-on-one user training.
- Hardware and software installations and upgrades.
- Provide hardware/software troubleshooting and maintenance and technical support for PC's and servers, systems and peripherals and departmental systems.
- Provide liaison with departmental technicians.
- Coordinate uploading and downloading of data between personal computers and information systems applications.
- Troubleshoot and maintain department connectivity with network.

### MINIMUM QUALIFICATIONS

**Level I:** Completion of a certificate program in computer science or a closely related field AND one year of technical experience in information technology systems as described above

**OR**

Two years of experience installing, maintaining and troubleshooting PC's with Microsoft Systems.

**Level II:** Equivalent to a Bachelor's or technical degree from an accredited college or university with major course work in computer science, management information systems, software applications or a related field plus two to four years progressively responsible related experience in network services and PC installations and support.

**License:** Valid driver's license. Microsoft Certification(s) desirable.

### SELECTION PROCESS

Application materials will be reviewed, and the best-qualified applicants will be invited to Susanville to participate in interviews.

## HOW TO APPLY

An application may be obtained from the Personnel Office listed below or by visiting Lassen County Personnel at our website at <http://lassencounty.org>. It is your responsibility to provide specific, accurate and complete information describing how you meet the minimum qualifications. Qualified applicants are invited to submit an official Lassen County application to:

Lassen County Personnel Department  
221 South Roop Street  
Susanville, California 96130

☎ (530) 251-8320 ☎

Opened December 6, 2019

### ☞ GENERAL INFORMATION ☜

Lassen County is an equal opportunity employer hiring employment eligible applicants.

Disabled applicants who require special testing arrangements should contact the Personnel Department prior to the filing deadline.

In accordance with the Immigration Reform and Control Act, applicants must provide acceptable proof of identity or authorization to work in the United States.

A thorough background investigation will be conducted post-conditional offer of employment. The investigation may include reference checks, fingerprinting, credit check, driver history and inquiry to local, state and federal files to obtain criminal history information.

Lassen County requires pre-employment drug screening.

All applicants who meet the minimum qualifications are *not* guaranteed advancement through any subsequent phase of the selection process.

Selection processes may include, but are not limited to, one or more of the following: application review, competitive screening, written examination, performance examination, and/or oral examination.

This bulletin is solely for the purpose of announcing a job opening. It does not constitute a contract, expressed or implied, and any provisions contained herein may be modified or revised without notice.