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# Information Technology Support Specialist

The IT Support Specialist will provide consulting, troubleshooting, and will implement new technologies including servers, networking devices, and workstations. The IT Support Specialist will be required to work with third party vendors, support, and auditors as needed by Newton County. Provide technical support across Newton County; troubleshoot and resolve problems: repairing and replacing equipment; system maintenance: install and configure computer hardware, software, systems, printers and scanners: manage stocks of equipment and supplies; planning and undertaking scheduled maintenance upgrades; maintain records of software licenses: test, evaluate and run regular checks on network and data security; managing and reporting on allocation of IT budget; develop and implement IT policy and best practice guides for Newton County; conduct regular system audits.

## Key Responsibilities:

- Resolve workstation, server, and network issues in a timely manner onsite or via remote access.
- Manage inbound calls, emails, and alerts from employees.
- Take ownership of network incidents and employee interactions.
- Develop and maintain network documentation detailing design and construction of county networks.
- Maintain and verify county backup solutions.
- Ensure Microsoft and other third-party software is up to date.

## Skills and Requirements:

- Working knowledge of Windows desktop and server operating systems and Microsoft Office products is a must.
- Must be able to implement and support all versions of Windows desktop operating systems and all current versions of Windows server operating systems.
- Excellent communication skills are required.
- Must work well in a team environment.
- Microsoft MCSE and/or Cisco CCNA preferred.
- Other industry standard certifications are a plus.
- 5+ years in an IT support role is required.
- 2+ years in administering or designing server and networking environments is required.
- 2 or 4 year degree in a related field is preferred.
- Hyper-V, VMWare, or other virtualization experience is preferred.
- Knowledge of Microsoft Exchange 2010 and later is preferred.
- Knowledge of network and server security best practices is preferred.
- Experience working with Cisco Routers, Switches and ASA Firewalls is a preferred.
- Experience with Avast (Previously AVG) Managed Workplace or other MSP software is a plus.

Salary: $_____ (depends on skill and experience)
Reports to Newton County Judge Ronnie Cochran
Applications may be obtained from the county website at www.co.newton.tx.us
To be considered, please email a completed and updated application
to Newton County Treasurer's Office in c/o christye.holloway@co.newton.tx.us

POSTED

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BY: Angel Clark

SANDRA K. DUCKWORTH, COUNTY CLERK