

JOB VACANCY ANNOUNCEMENT

Date of Posting: 6-2-2017

The following full time position is available. Interested parties may obtain an application from the Marion County Human Resources Office or the Marion County website: www.co.marion.ia.us/offices/hr. Please submit your completed application to the Marion County Human Resources Coordinator, Lisa Seddon, 214 E Main St, Knoxville IA 50138 by June 23, 2017, by 4:30 pm.

Job Title: Information Technology Support Technician Level 2

Department: IT

Pay: \$43,000 to \$49,000

Essential Functions:

- Support the day-to-day technology operations of County departments and employees.
- Document support requests, completed tasks, and technology projects.
- Troubleshoot and resolve the root cause of unexpected technology failures or problems.
- Assist in implementation and support of information technology projects.
- Provide after-hours maintenance and support of network systems. Requires on-call 24x7 for significant network issues.
- Work with software and hardware vendors to implement projects and resolve technology issues.
- Assist in the development and delivery of training for County employees to facilitate skill development and efficient use of technology.
- Assist in maintaining all County IT services, network servers, switches, firewalls, and applications.
- Performs other duties as assigned.

Educational Requirements:

- Bachelor's degree in networking, computer science, or a related field or a minimum of 2-3 years related on-the-job experience providing technology support or any equivalent combination of education, training and experience that demonstrates the ability to perform the duties of the position.

Interested parties are encouraged to read the full job description available on the Marion County's website www.co.marion.ia.us/offices/hr or from the Marion County Human Resources Coordinator. This vacancy notice will be posted for a minimum of 10 days.

The County Engineer shall have sole discretion to fill any vacancy.

MARION COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER

MARION COUNTY
JOB DESCRIPTION

Job Title:	Information Technology Support Technician Lvl 2	Department:	IT
Effective Date:	May 2017	FLSA Designation:	Exempt
HR Approved:	<i>Lisa Seddon</i>	Reports To:	IT Director

PURPOSE

The primary purpose of this position is to provide computer and technology support for County employees. Perform troubleshooting, determine and implement resolutions to various hardware and software issues. Assist the IT Director with network and server installation, support, and maintenance. Perform other duties as directed by the IT Director.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

The following duties are typical for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

Support the day-to-day technology operations of County departments and employees.

Document support requests, completed tasks, and technology projects.

Troubleshoot and resolve the root cause of unexpected technology failures or problems.

Assist in implementation and support of information technology projects.

Provide after-hours maintenance and support of network systems. Requires on-call 24x7 for significant network issues.

Work with software and hardware vendors to implement projects and resolve technology issues.

Assist in the development and delivery of training for County employees to facilitate skill development and efficient use of technology.

Assist in maintaining all County IT services, network servers, switches, firewalls, and applications.

Establish and maintain effective working relationships with all levels of government, elected officials, County staff, external users, state and local officials and agencies and vendors.

Responsible for conducting work in a professional, timely and safe manner, and for presenting a professional and helpful demeanor with clients and co-workers, using work appropriate language while at work, and for showing restraint in expressing frustration or describing problems with clients or internal systems.

Demonstrates adaptability to performing a variety of duties, often changing from one task to another of a different nature without loss of efficiency or composure.

Responsible for demonstrating due care for the property, facility, and public information of the County and its departments.

Attends and participates in County meetings, committees and training as required by the IT Director.

Maintains a high standard of courtesy, respect, and cooperation in dealing with co-workers, vendors and County citizens.

Performs other duties as assigned.

MINIMUM EDUCATION AND EXPERIENCE REQUIRED TO PERFORM ESSENTIAL FUNCTIONS

Bachelor's degree in networking, computer science, or a related field or a minimum of 2-3 years related on-the-job experience providing technology support or any equivalent combination of education, training and experience that demonstrates the ability to perform the duties of the position.

Demonstrated knowledge and ability to understand various computer technologies and concepts.

Expertise or knowledge of various applications such as Microsoft Office, Adobe Acrobat, and others.

Basic typing/keyboarding skills.

Have an understanding of operating systems such as Windows 7, 8, and 10 Windows Server 2008, 2012, and 2016.

Have an aptitude to learn various network technologies and their relationship to proper operations of a network environment.

Have an aptitude to learn and understand the various roles components of desktops, workstations, and servers, including hardware, operating systems, and software applications.

Certificates, Licenses, Registrations

Driver's License – Required

MENTAL AND PHYSICAL COMPETENCIES REQUIRED TO PERFORM ESSENTIAL FUNCTIONS

Language Ability

Ability to read, analyze, and interpret data, legal documents, or governmental regulations. Ability to prepare reports, general correspondence, and lists. Excellent verbal and written communication skills. Ability to effectively communicate and present information and respond to county officials, employees and the public. Develop and maintain constructive and cooperative working relationships with the public, other government entities and other external sources. Establish and maintain effective working relationships.

Mathematical Skills

Basic math such as adding, subtracting, multiplying and dividing. Ability to draw and interpret graphs.

Cognitive Demands

Ability to manage resources, obtain and see to the appropriate use of equipment, facilities, and materials needed. Ability to organize, plan and prioritize work. Utilize problem solving skills, analytical thinking in gathering and analyzing data. Ability to work under pressure, time constraints and deadlines. Flexibility in adjusting to changing circumstances, information, employee, and customer needs. Demonstrate a willingness to take initiative. Work independently with little or no supervision. Be reliable, responsible and dependable in fulfilling obligations. High level of integrity and ability to maintain confidentiality.

Physical Demands

While performing the essential functions of this job, the employee is regularly required to stand, stoop or kneel. Frequently, the employee is required to sit. It is crucial to the outcome of job tasks that the employee is able to: talk and hear; view a computer screen for extended periods; use hands to finger, handle, or feel; and reach with hands and arms; crawl under desks or around furniture to maneuver computer equipment. Employee must be able to use basic hand tools, which may include climbing a stepladder or ladder. In the course of installing equipment and cables, the employee may be required to lift and/or move objects up to 50 pounds. Employee must be able to handle stress due to deadlines and extended hours on call and after hours.

Environmental Adaptability

While performing the duties of this job, the employee regularly works in a business office setting. However, the employee is often required to travel to other locations to perform job duties. The noise level in this work environment is usually quiet to moderate.

I have carefully read and understand the contents of this job description. I understand the responsibilities, requirements and duties expected of me. I understand that this is not necessarily an exhaustive list of responsibilities, skills, duties, requirements, efforts or working conditions associated with the job. While this list is intended to be an accurate reflection of the current job, the Employer reserves the right to revise the functions and duties of the job or to require that additional or different tasks be performed as directed by the Employer. I understand that I may be required to work overtime, different shifts or hours outside the normally defined workday or workweek. I also understand that this job description does not constitute a contract of employment nor alter my status as an at-will employee. I have the right to terminate my employment at any time and for any reason, and the Employer has a similar right.

Employee's Signature

Date

Department Head

Date

Marion County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will consider reasonable accommodations for qualified individuals with disabilities and encourages prospective employees and incumbents to discuss potential accommodations with the Employer.

MARION COUNTY

APPLICATION FOR EMPLOYMENT

If you need help to fill out this application form or for any phase of the employment process, please notify the person who gave you this form and every effort will be made to accommodate your needs in a reasonable amount of time. Please complete all sides of the form. If more space is needed to complete any questions, use an extra sheet of paper. Print clearly; illegible applications will not be processed.

All qualified applications will receive consideration without unlawful discrimination because of race, creed, religion, color, sex, sexual orientation, gender identity, age, national origin or disability.

Last Name	First	Middle
Street Address	Are you at least 18 years of age? Yes _____ No _____	
City/Town	State	Zip Code: _____
Position you are applying for: (Maximum of 2) 1. 2.		Do you have a legal right to work in the United State full-time? Yes _____ No _____
		Telephone Number(s) () ()
		Date Available:
		Email Address:
Have you ever been employed by Marion County? Yes _____ No _____ If yes, give dates you were employed:	Position	Reason for Leaving

List all of the formal education that you have completed. Use a separate sheet of paper if you need additional space.

Name/Location	Did You Graduate?	Major Subject
High School(s)	YES _____ NO _____ If no, list the highest level completed:	
College(s)	YES _____ NO _____ If no, list the highest level completed:	
Trade School(s)	YES _____ NO _____ If no, list the highest level completed:	

List employment starting with your most recent job during the past 10 years. Account for any time period that you were unemployed by stating the nature of your activities. Use back or separate sheet of paper if necessary.

Employer: Telephone #: ()	From:	To:	Pay level per: (Yr/Mo/Wk/Hr)
Address:	Job Title:	Describe your duties:	
City, State, Zip Code	Supervisor's Name:	Reason for leaving:	
Employer: Telephone #: ()	From:	To:	Pay level per: (Yr/Mo/Wk/Hr)
Address:	Job Title:	Describe your duties:	
City, State, Zip Code	Supervisor's Name:	Reason for leaving:	
Employer: Telephone #: ()	From:	To:	Pay level per: (Yr/Mo/Wk/Hr)
Address:	Job Title:	Describe your duties:	
City, State, Zip Code	Supervisor's Name:	Reason for leaving:	
Employer: Telephone #: ()	From:	To:	Pay level per: (Yr/Mo/Wk/Hr)
Address:	Job Title:	Describe your duties:	
City, State, Zip Code	Supervisor's Name:	Reason for leaving:	
May we contact your current employer? Yes _____ No _____			

List any professional, trade groups, organizations, machinery/tools operated in past, or special skills that you consider relevant to your ability to perform this job:

Were you in the Military? Yes _____ No _____ Branch: _____

Do you have any experience from your military service that would be relevant to the job(s) for which you are applying?

If yes, please explain: _____

Have you ever been convicted of a felony? (For purposes of this questions, convicted includes plead guilty, plead no contest or been given a deferred sentence of judgment.) Yes _____ No _____

If yes, please explain: _____

Note: A conviction will not automatically disqualify an applicant for a particular job and that the type and seriousness of the crime, the frequency of violations, the date of conviction, and the applicant's entire work and educational history will be considered.

Have you been given a job description or had the requirement of the job explained to you? Yes _____ No _____

Answer the questions in this box only if you have received a copy of the job description or had the requirements of the job thoroughly explained to you.

Do you understand the requirements? Yes _____ No _____

Can you perform the requirement of this job with or without reasonable accommodations? Yes _____ No _____

If the job requires, do you have the appropriate valid driver's license? Yes _____ No _____

DL#: _____ Type: _____ State of License _____

Have you had any moving violations? Please describe:

Signature: (if signed at different time than below) _____ Date: (if different than below) _____

I understand:

That completing this application does not constitute an offer of employment.

That in connection with the application process, Marion County may conduct a background investigation and request information from my past employers, education institutions, personal references, and any public or private agencies that have issued me either a professional or vocational certification or license. I understand that such investigation may also include, but is not limited to, any criminal records and motor vehicle driving records. I have read Marion County's Applicant Background Checks and Employee Investigation Policy, which I fully understand and which indicates that if Marion County utilizes the services of a consumer reporting agency, the Company follows the provisions of the Fair Credit Reporting Act and will provide a notice to the applicant and request a separate Release of Information form from the applicant.

That I may be required to complete a medical history form and may be required to be examined by a medical professional designated by Marion County at the post-offer stage. I agree that Marion County shall be entitled to receive full and complete reports and records governing any medical or related examinations, and I authorize any and all such doctors, medical examiners, and clinics/hospitals to give to Marion County full and complete reports and records covering such examinations.

That use of illegal drugs is prohibited during employment and that I may be required to undergo and successfully pass a screening for alcohol and/or drugs that is included in a post-offer pre-employment physical examination. I also understand that, if employed, I may be required to submit to an alcohol or drug screening according to state law. I agree that Marion County shall be entitled to receive full and complete reports and records governing any alcohol or drug screening, and I authorize any and all such doctors, medical examiners, and clinics/hospitals to give to this organization full and complete reports and records covering such examinations.

That if I sustain any injury or illness while in the employment of this organization, I agree that Marion County shall be entitled to receive full and complete reports and records governing any medical or related examinations, and I authorize any and all such doctors, medical examiners, and clinics/hospitals to give to Marion County full and complete reports and records covering such examinations, condition, care and treatment related to or resulting from the alleged illness or injury.

That if employment is obtained under this application, I will comply with all rules and policies of the organization. I agree to be responsible for the organization's property and equipment issued to me by the organization until returned by me. I agree to pay for property and equipment not returned, and authorize the organization to withhold an amount equal to the value of the property not returned by me from my final pay.

That this employment application and any other employee related documents are not contracts of employment and that Marion County follows an "employment at-will" policy that an individual who is hired may voluntarily leave employment or may be terminated by the employer at any time for any or no reason. I understand that any oral or written statements to the contrary are hereby expressly disavowed and should not be relied upon by any prospective or existing employee.

That this application will be active for a period of 60 days; after that time, if I wish to be considered for employment, I must submit a new application.

Smoking Ban Notice:

Applicants for employment with Marion County are advised that smoking is banned by state law (Iowa Code Chapter 142D) on all Company grounds and in all Company facilities which includes motor vehicles and equipment. Applicants are further advised that their job duties may include entering into areas where smoking is not regulated and where smoking is occurring. (Iowa Code Section 142d.6(2))

I have provided complete and truthful information to Marion County regarding all sources of information about my past employment, education, licensure, certification, criminal conviction record, as well as any other information requested in the employment application, and have been fully informed that any misrepresentations or material omissions concerning such information will be grounds for denying my application, withdrawing any offer of employment, or immediate discharge.

I have carefully read all the statements regarding requests, authorizations, consents and releases and have voluntarily agreed to assist Marion County in evaluating my qualifications for employment and in meeting the business necessity of hiring honest, trustworthy, reliable and non-violent employees who do not pose a risk of serious harm in the workplace.

I understand that with the exception of any credit or investigative reports received under the Fair Credit Reporting Act, all information and documents generated, received or maintained by Marion County during, or as a result of, its investigation will be maintained as confidential information in Human Resources and Marion County will not release such information or documents to me.

Signature of Applicant:

Date:

NOTICE OF APPLICANT BACKGROUND CHECKS AND EMPLOYEE INVESTIGATIVE POLICY

Marion County recognizes the importance of maintaining a safe workplace with employees who are honest, trustworthy, qualified, reliable and non-violent, and do not present a risk of serious harm to their co-employees or others. For purposes of furthering these concerns and interests, before hiring an individual, Marion County reserves the right to investigate the individual's prior employment history, personal references and educational background, as well as other relevant information that is reasonably available to Marion County. In hiring for certain positions, Marion County may review an applicant's credit report and criminal background, if any. Consistent with these practices, all job applicants will be asked to sign a provision form, request, authorization, consent and release of information to Marion County and release form liability for disclosure of information included in Marion County's application form. Consistent with legal requirements, Marion County reserves the right to exclude any applicant from consideration for employment, where the applicant refuses to sign the application form as requested.

In addition, Marion County may occasionally find it necessary to investigate current employees, where behavior or other relevant circumstances raise legitimate questions concerning work performance, reliability, honesty, trustworthiness, or potential threat to the safety of co-employees or others. Employee investigations may, where appropriate, include credit reports and investigation of criminal records, including appropriate inquiries about any arrest for which the employee is out on bail. Employees subject to such investigations are required to reasonably cooperate with Marion County's lawful efforts to obtain relevant information, and may be disciplined up to and including discharge for failure to do so.

All employees are strongly encouraged to immediately report any incidents of potentially threatening, harmful or criminal behavior of co-employees, supervisors, customers, clients or visitors that may negatively affect the safety, security, productivity or financial interests of Marion County or its workplace to Human Resources.

Marion County's separate policies regarding Company Property, Security, Privacy and Searches, and its Drug-Free Workplace Policy, provide further information about Marion County's discretion to investigate employees and mandatory employee reporting obligations. After receiving an offer of employment, any job applicant who wishes to review these policies before deciding whether to accept employment may do so by contacting Human Resources.