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|  **JOB ANNOUNCEMENT** |

**Information Technology Technician**

**(Full-Time, Year-Round, Non-Exempt)**

**Description**

The Incline Village General Improvement District is accepting applications for an Information Technology Technician to work independently, investigating, analyzing and resolving simple to complex computer software and hardware problems for District computer users. Responding to support requests (submitted via the Help Desk ticketing system, email, telephone, walk-ins, etc.) and configuring, deploying and maintaining Endpoints (desktop and laptop computers, tablets, smartphones, etc.) and related software. Installs hardware and software for individual and network users and supports other IT staff. This is a bargaining unit eligible position.

**Position Responsibilities** *(this list is not all inclusive of job duties and responsibilities).*

Provides excellent customer service to customers and business partners. Contributes to the IT Department by employing proactive, creative and forward thinking methodologies. Works with other members of the IT Department to resolve complex technical problems. Responds to support requests and provides timely, friendly, and comprehensive troubleshooting and problem resolutions. Monitors the Help Desk Ticketing System and appropriately prioritizes, responds to and/or escalates requests/issues in a timely manner. Configures, supports, and administers Windows desktop operating systems. Administers and provides incident remediation for Anti-virus/antimalware software. Troubleshoots and resolves complex technical issues such as connectivity, client/server applications, locally installed applications, and hardware and software interfaces. Answers technical and educational documentation for departmental use and District distribution. Creates technical and education documentation for departmental use and District distribution. Proactively researches, develops, and deploys solutions to improve performance, security and usability of Endpoints and overall improvement to District technology. Ensures that all Endpoint software is properly licensed and updated/patched. Develops and maintains lists of standard and department specific software. Maintains accurate inventory of Endpoints and peripherals. Works with software and hardware vendors to escalate support requests or requisition warranty service as necessary.

**Qualifications**

# Education and/or Experience

Bachelor's degree (BA or BS) from a four-year college or university (computer science or information systems degree preferred) and three years related experience in computer operations support; or equivalent combination of education and experience.

## Other Skills or Abilities

Excellent customer service, recordkeeping, and analytical skills; Ability to work independently; ability to fulfill on-call status during scheduled weekdays, weekends or holidays; and ability to schedule and perform system downtime during non-business hours or days.

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.  Ability to write reports, business correspondence and procedure manuals.  Ability to effectively present information and respond to questions from employees or customers of the organization, vendors and technical support personnel. The duties and responsibilities of this position necessitate the use of email and telephony for District business. Possess valid Driver’s License and lift and/or move up to 75 pounds.

**Compensation**

Rate $23.62 to $28.35 per hour, depending on experience. This position receives a fantastic benefit package including: medical, dental, vision, short and long term disability, Pension Plan, 457 Deferred Comp Plan, Section 125 Flex Plan, vacation and sick leave, holiday pay, food discounts and recreation privileges at District facilities.

**Application Filing Date**

Applicants should submit an IVGID application to Human Resources Department, 893 Southwood Boulevard, Incline Village, Nevada 89451. This position is OPEN UNTIL FILLED.

*09/12/18 EOE Job Description available in HR*

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| 893 Southwood Boulevard · Incline Village · Nevada 89451 · (775) 832-1100 or (775) 832-1359 fax jobs@yourtahoeplace.com www.yourtahoeplace.com |