

LEE COUNTY COMMISSION

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Members  
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Gary D. Long, District 3  
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**JOB ANNOUNCEMENT**

<b>Job Title:</b> Help Desk Technician I	<b>Hours of Availability:</b> Monday-Friday 7:30am-4:30pm
<b>Closing Date:</b> March 16, 2020	<b>Position Announcement:</b> ISD02-20-03
<b>Work Location:</b> Lee County, AL	
<b>Division/Department:</b> Information Services Department	
<b>Reports to:</b> Information Services Director	
<input checked="" type="checkbox"/> <b>Full-time</b> <input type="checkbox"/> <b>Part-time</b>	<b>Pay Range:</b> \$31,714.38-47,888.72

**JOB SUMMARY:** This position manages and answers incoming support calls from users in other county departments. This position also creates repair tickets for tracking problems and then processes and assigns those tickets. This position also prepares new computers by installing all necessary updates and software for its intended use.

- ESSENTIAL JOB FUNCTIONS:**
- Answers incoming service calls and enters issues into a trouble ticket system.
  - Accepts and completes any trouble tickets that are within the knowledge level of this technician.
  - Assigns trouble tickets outside of this technician’s knowledge to the appropriate higher-level technicians.
  - Prepares new computers by installing software, applying updates, adding the computer to the required Domain and confirming Antivirus software installation and should have basic networking knowledge.
  - Install specialized software, scanners, receipt printers, etc. based on the computer’s intended use.
  - Assists in maintaining an accurate inventory of computer equipment and VoIP phones.
  - Assists in developing policies for hardware asset management.
  - Should be able to install and terminate ethernet cabling.
  - Assists in inspecting, maintaining, and replacing network cabling, voice/data jacks.
  - Attends meetings, conferences, workshops, and training sessions and reviews publications and audio-visual materials to remain current in assigned work area.
  - Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities.

- QUALIFICATIONS:**
- High School diploma/GED and two (2) years of related experience, or equivalent.
  - Skill in the installation, maintenance, and repair of computer networks, including hardware, software, and peripherals.
  - Knowledge of computer networks, including network operating systems, connectivity, configuration, and maintenance.

Applicants should apply at the Alabama State Employment Office or the Lee County Commission Office (215 South 9<sup>th</sup> Street, Opelika, Alabama) Monday through Friday, between the hours of 8:30 AM and 4:30 PM. Previous applicants should reapply. For more information visit: [www.leeco.us](http://www.leeco.us).

*Lee County is an Equal Opportunity Employer, we will recruit, hire, train, promote, discipline, and discharge in all eligible job groups without unlawful discrimination based on race, color, religion, sex (including pregnancy, gender identity, and sexual orientation), national origin, age, disability, marital status, political affiliation or genetic information or any other characteristics protected by law. To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described in accordance to Subtitle A of Title II of the Americans with Disabilities Act (42 U.S.C. 12131).*