

# LEE COUNTY COMMISSION

**Chairman**  
Bill English, *Probate Judge*  
Mailing Address:  
P. O. Box 666  
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(334) 737-3660 phone  
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**Members**  
Doug Cannon, District 1  
Vacant, District 2  
Gary D. Long, District 3  
Robert Ham, District 4  
Richard LaGrand, District 5

## JOB ANNOUNCEMENT

<b>Job Title:</b> Technical Support Specialist	<b>Hours of Availability:</b> Monday-Friday 7:30am-4:30pm
<b>Closing Date:</b> February 11, 2022	<b>Position Announcement:</b> ISD21-22-01
<b>Work Location:</b> Lee County, AL	
<b>Division/Department:</b> Information Services	
<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> \$46,997.15 - \$70,965.70
<b>JOB SUMMARY:</b> This position assists with answering incoming support calls from users in other county departments. This position provides technical support for computers, software, and other technology device problems primarily for satellite and branch locations. This position assists with maintaining and supporting the iSeries AS400 data system. This position also prepares new computers by installing all necessary updates and software for its intended use.	
<b>ESSENTIAL JOB FUNCTIONS:</b> <ul style="list-style-type: none"><li>• Primarily responsible for support related to Revenue Commission specific software, computers, printers, and other technological devices.</li><li>• Answers incoming service calls and provides technical support to all end-users.</li><li>• Provide technical support for iSeries AS400 application and all other Revenue Commission applications.</li><li>• Perform data queries inside iSeries AS400 database and all other Revenue Commission databases and datasets.</li><li>• Maintain AS400 database and all other Revenue Commission databases and datasets.</li><li>• Provides on-site technical support to satellite offices, branch offices, and remote offices.</li><li>• Accepts and completes any trouble tickets that are within the knowledge level of this technician.</li><li>• Assigns trouble tickets outside of this technician's knowledge to the appropriate higher-level technicians.</li><li>• Prepares new computers by installing software, applying updates, adding the computer to the required Domain and confirming Antivirus software installation.</li><li>• Install specialized software, scanners, receipt printers, etc. based on the computer's intended use.</li><li>• Assists in maintaining an accurate inventory of computer equipment and VoIP phones.</li><li>• Should have basic networking knowledge.</li><li>• Performs other related duties as assigned.</li></ul>	
<b>QUALIFICATIONS:</b> <ul style="list-style-type: none"><li>• High School diploma/GED and four (4) years of related experience, or equivalent.</li><li>• Possession of a valid state issued Driver's license.</li><li>• Must utilize personal vehicle for travel between satellite and branch locations.</li><li>• Knowledge of iSeries AS400 O/S or other database systems and database systems maintenance.</li><li>• Knowledge of computer networks, including network operating systems, connectivity, configuration, and maintenance.</li><li>• Knowledge of job-related software applications.</li><li>• Skill in the use of modern office equipment.</li><li>• Skill in the installation, maintenance, and repair of computer networks, including hardware, software, and peripherals.</li></ul>	
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. An employee in this position is subject to random drug/alcohol testing. Interested applicants may also fax a completed application to (334) 737-3609 or emailed to <a href="mailto:humanresources@leeco.us">humanresources@leeco.us</a> by the closing date. Previous applicants should reapply. For more information visit: <a href="http://www.leeco.us">www.leeco.us</a> .	

*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).*