

Position opens: October 10, 2017

Elko County Human Resources Employment Opportunity Announcement

POSITION: Network Technician – Sheriff's Office

SALARY: Step 1 – \$17.4732
Step 2 – \$17.9974
Step 3 – \$18.5374

APPLICATION DEADLINE: October 20, 2017

Elko County Sheriff's Office is seeking qualified applicants for the position of Network Technician. The successful candidate will be a self-starter, dependable, and a team player. This is an entry level position dedicated to the Sheriff's Office operations and personnel. Incumbent answers Help Desk phone calls and tickets, provides desktop support to Sheriff's Office personnel, installs software/hardware on PCs, keeps all hardware and communication components on-line for user access; maintains personal computers, including network and server access, ensuring that down time is kept at a minimum. This position may respond to emergencies outside of normal business hours. The successful candidate must pass a criminal background investigation.

- 100% PERS Retirement
- Minimal Fee for Employee Health, Vision, Dental and Life Insurance

Obtain an application and full job description at www.elkocountynv.net.

Elko County Human Services
540 Court St, Suite 105 (Physical Address)
571 Idaho St. (Mailing Address)
Elko, NV 89801
(775) 738-4375 phone
(775) 738-5984 fax

Elko County is an Equal Opportunity Provider and Employer.

In compliance with applicable laws reasonable accommodations may be provided for qualified individuals with a disability who require and request such accommodations.



**ELKO COUNTY
HUMAN SERVICES**
571 Idaho Street
Elko, NV 89801
775.738.4375
775.738.5984 (fax)

Job Code: 13102
Date Est.:
Last Rev.: 5/2016
FLSA: Non-exempt
Probation: 6 Months

NETWORK TECHNICIAN I

DEFINITION

Entry level position which answers Help Desk phone calls and tickets, provides desktop support to Elko County personnel, installs software/hardware on PCs, keeps all hardware and communication components on-line for user access; maintains personal computers, including network and server access, ensuring that down time is kept at a minimum.

SUPERVISION RECEIVED AND EXERCISED

Receives direct supervision from the Sheriff or designee.

EXAMPLES OF DUTIES

The following duties are typical for this position. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

- Responds to Elko County Help Desk ticket requests and phone calls.
- Connect PCs to switches and routers for server (Windows and AS400) and network access.
- Verify the computer system is up and running for user access.
- Install software applications on desktop computers.
- Troubleshoots hardware and software problems on personal computers.
- Documents and maintains operating procedures and installation instructions for commonly used processes.
- Sets up and installs personal computers for individual use and use as part of a network system.
- Perform every day computer operations; run application for users as requested; install appropriate output media as needed.
- Train users on personal computer use.

- Customize personal computer options for users as requested.
- Comply with Elko County policies and department procedures.
- Accurately completes work assignments in a timely manner.
- Advise supervisor of project / work status.
- Listens carefully and responds appropriately.
- Maintain confidentiality.

QUALIFICATIONS

KNOWLEDGE OF:

- Purpose and function of all county departments.
- P/C software/hardware system design principles and concepts.
- Programming methodology, techniques and languages.
- Computer logic and overall capabilities of the computer system.
- Modern office procedures, methods and computer equipment.

ABILITY TO:

- Understand and interpret user's needs.
- Read and understand a variety of computer manuals and operational guides.
- Prepare written instruction for users.
- Troubleshoot a variety of problems including either software or hardware problems on both the AS400 and the personal computer.
- Communicate clearly and concisely, both orally and in writing.
- Adapt to changing environments and new technologies.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Work in a fast paced environment, meeting schedules and established deadlines.

EXPERIENCE AND EDUCATION

- To qualify for this classification, an individual must possess any combination of experience and education that would likely produce the required knowledge and abilities. A typical way to gain the required knowledge and abilities is:

High school diploma or the equivalent, supplemented by college-level course work or training in computer technology **AND** one year of computer technology experience.

LICENSES OR CERTIFICATES

- Must have valid Nevada driver's license

MACHINES / TOOLS / EQUIPMENT

- Network servers and functions (File/Print/Exchange/SQL).
- Eserver iseries (AS400) and all attached peripherals.
- Personal computers, hardware, and software installation.
- Network hardware, including routers, switches and firewalls.
- Toshiba VOIP phone system

OTHER REQUIREMENTS

PHYSICAL AND MENTAL/INTELLECTUAL REQUIREMENTS:

The physical and mental/intellectual requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of the job.

Strength, dexterity, and coordination to use keyboard and video display terminal for prolonged periods. Strength and stamina to bend, stoop, sit, and stand for long periods of time. Dexterity and coordination to handle files and single pieces of paper; occasional lifting of files, stacks of paper or reports, references, and other materials. Some reaching for items above and below desk level. Some bending, squatting, and stooping to access confined spaces as necessary. The manual dexterity and cognitive ability to operate a computer using databases and various forms of computer software and hardware. Some heavy lifting (up to 50 pounds) is occasionally required. The ability to interact professionally, communicate effectively, and exchange information accurately with all internal and external customers.

In compliance with applicable disability laws, reasonable accommodations may be provided for qualified individuals with a disability who require and request such accommodations. Applicants and incumbents are encouraged to discuss potential accommodations with the employer.

WORK ENVIRONMENT:

Position functions indoors in an office type environment where most work is performed at a desk. Position may occasionally be required to work in other offices as service calls require. May require work in confined spaces. Environment is generally clean with limited exposure to conditions such as dust, fumes, noise, or odors. Frequent interruptions to planned work activities occur.