

ABOUT MONO COUNTY

Mono County is a destination that is full of opportunity and adventure. Set on the eastern slope of California's Sierra Nevada mountain range, Mono County is a rare environment of natural contrasts: soaring granite peaks, spacious desert vistas, serene lakes and cold mountain streams, deep winter snows and sunny summer skies.



Photo: © Greg Newbry

With a year-round population of roughly 14,000 spread over 3,000mi.² of geography, we are considered a frontier county. The County seat is located in Bridgeport - situated 350 miles north of Los Angeles and 120 miles south of Reno. The Town of Mammoth Lakes is a world-class resort destination, and the only incorporated city in Mono County with a year-round population of 8,000.

Our natural playground is matched with a complete range of amenities and activities making it an ideal place to establish a healthy work-life balance. The Mammoth Yosemite Airport (MMH) offers year-round direct flights to LAX, and several other destinations throughout the winter season. Additionally, several of our communities boast Gigabit broadband speeds at price points that are roughly half the national average.

Looking for a unique opportunity where a great quality of life is matched with a high-performing team focused on implementing modern and sophisticated technology solutions? This might be the job for you!

The Mission of Mono County IT is to:
Provide exceptional customer service by implementing technology that improves efficiency, empowers the workforce by ensuring dependability, accountability, and government transparency.

More information about the culture and work of the Mono County IT Department can be gained from our strategic plan, available under Supporting Documents at <https://monocounty.ca.gov/it>.

BENEFITS: Mono County provides generous benefits, including CalPERS retirement, medical, dental, vision and 401 deferred compensation.

HOW TO APPLY

Complete the Mono County Job Application form and return all application materials via email to hr@mono.ca.gov and by mail to:

County of Mono, CAO/HR
P.O. Box 696 | Bridgeport, CA | 93517
Telephone: (760) 932-5412
Fax: (760) 932-5411

hr@mono.ca.gov
www.monocounty.ca.gov

COUNTY OF MONO



INVITES APPLICATIONS FOR

INFORMATION TECHNOLOGY SPECIALIST I / II

Open Until Filled

SALARY:
\$5,258 - \$5,775 DOE

Location:
Bridgeport or Mammoth Lakes, CA

*Mono County is an
Equal Opportunity Employer*

RESPONSIBILITIES

Under general supervision, this position will provide front-line, Tier 1 support to users within Mono County and the Town of Mammoth Lakes, including for a variety of technology systems including the installation and maintenance of desktop PCs, printers, phones, and other network attached devices. Incumbents will work independently and cooperatively as part of high-functioning small team to provide technical and analytical support to other staff, and perform other job related duties as assigned.

Examples of Duties:

- Provide advanced level technical support on hardware and software used by agency personnel.
- Acts as a technical resource and mentor for other IT Specialist staff.
- Oversees on-boarding and off-boarding of users in the agency technology systems.
- Analyzes problems and recommends corrective action to those problems as necessary.
- Assists with supporting critical infrastructure systems including those with sensitive data requiring the maintenance of confidentiality.
- Oversees and participates in the installation and basic support of hardware and software using agency standard methods. Transports related equipment as necessary.
- Oversees and assists with procurement of hardware and software according to agency specifications.
- Ensures the maintenance of accurate records and documentation for County technology systems.
- Monitors system functions and participates in maintenance tasks.
- Attends trainings, seminars and user conferences in order to gain knowledge and experience with an eye for current and future technologies which can improve productivity.
- Provide on-call support on a rotation basis.
- Perform other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Installation, setup, maintenance, and troubleshooting for Microsoft Windows OS devices beginning at Windows 7.
- Microsoft Windows Server beginning with 2008.
- Virtualization (using VMWare) and enterprise level data storage & backup.
- Microsoft Active Directory, Group Policy & user management.
- Enterprise class applications including (but not limited to) Microsoft Exchange, SQL Server, Citrix, CRM/work order tracking, remote access software, etc.
- Video conferencing and telephony basics.
- Comprehension of systems integration, data management, and accessibility.
- Problem analysis techniques and the importance of timely implementation of changes.

Ability & Willingness to:

- Develop innovative solutions to meet customer's needs.
- Independently install, upgrade, and maintain desktop hardware and software.
- Ensure accurate documentation on the implementation and maintenance of computing systems.
- Accurately gather and organize data to make recommendations pertaining to technology solutions that includes accurate budget information.
- Oversee and provide training for agency Staff.
- Interpret hardware and software specifications.
- Make group presentations.
- Maintain a high level of education and knowledge of current and future technologies.
- Work cooperatively and foster a team environment.
- Serve as a Disaster Service Worker during certain emergency operations.
- Be service oriented, effectively represent the County's Information Technology Department, and inspire others to think creatively for the good of the County.
- Establish and maintain cooperative working relationships.
- Maintain confidentiality.
- Work On-Call/After Hours on a rotation basis.

JOB DETAILS

Location:

Bridgeport or Mammoth Lakes, CA but travel will be required throughout the County.

Minimum Qualifications:

A typical way to obtain the required knowledge and abilities would be a combination of structured education such as through an accredited college or university in a technology related field, and on-the-job experience.

See individual job descriptions for additional details and specific requirements and knowledge areas.

Special Requirements:

- Satisfactory completion of a Department of Justice Background investigation
- Possession of a valid Driver's License.
- May work other than a normal 8:00 a.m. to 5:00 p.m. shift.

THE EXAM PROCESS

The exam process will consist of a review and competitive evaluation of the required knowledge and abilities as demonstrated on the application. Those successful in this evaluation will be invited to an oral interview with County management staff.