MONO
C O U N T Y
C A L I F O R N I A

Position Open Until Filled

First pool review
November 26, 2018

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!

HOW TO APPLY
https://monocounty.ca.gov/jobs

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

County of Mono, CAO/HR
P.O. Box 696
Bridgeport, CA 93517

Tel: (760) 932-5412
Fax: (760) 932-5411

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

*Mono County is an
Equal Opportunity Employer*

We're inviting applications at the...
COUNTY OF MONO
IT Specialist I/II/III

Starting Salary:	$5,363 - $5,920 DOE (monthly)
Benefits:	Mono County provides generous benefits, including CalPERS retirement, medical, dental, vision and 401 deferred compensation.
Primary Location:	Bridgeport, California *(though certain accommodations may be available)*

Mission of Mono County IT
Empower our community by providing exceptional technology and customer service.

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

Photo: © Greg Newbry

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.

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.
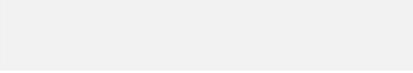
Job Duties and Qualifications

GENERAL JOB DESCRIPTION

Under supervision, participate as a member of the Services Division responsible for providing end-user support on core technology systems and infrastructure involving the installation and troubleshooting of desktop and laptop hardware, software, operating systems, printers and peripherals, networks and network-attached devices. May be asked to participate in projects, and performs other work as assigned.

EXAMPLES OF DUTIES

Note: This is not an exhaustive list of Job Duties. Please see full job descriptions.

Ability & Willingness To:
- Deliver exceptional customer service and assist with the successful utilization of technology across the organization.
- Provide technical support on hardware and software used by agency personnel.
- Analyze problems and recommends corrective action to those problems as necessary.
- Participate in on-boarding and off-boarding of users in the agency technology systems.
- Support critical infrastructure systems including those with sensitive data requiring the maintenance of confidentiality.
- Perform installation and basic support of hardware and software using agency standard methods.
- Assist with procurement of hardware and software according to agency specifications.
- Assist with the maintenance of accurate records and documentation for County technology systems.
- Monitor system functions and participates in basic maintenance tasks.

DESIRED QUALIFICATIONS

Knowledge of or experience with:
- Installation and support of Enterprise/business computer hardware and software.
- Commonly used Enterprise/business desktop applications and their business uses.
- Networking, telephony, and video communication.
- Problem analysis techniques.
- Microsoft Enterprise environment, including use of Active Directory, Office 365, and Exchange
- Supporting or managing technology projects with minimal supervision while balancing competing priorities

EDUCATION AND/OR EXPERIENCE

Minimum of a Bachelor's degree from an accredited college or university preferably in computer, science, information systems, or related field and one (1) year of experience performing both technical support and training; or at least two (2) years of experience performing Tier 1 technical support and training for a similar organization.

APPLICATION AND EXAM PROCESS

Applications and Supplemental Questionnaires will be competitively reviewed, and qualified candidates will be invited to participate in an oral interview and a computer-based practical exam. A screening call may be scheduled.

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.