

Worcester County Job Opportunities

DEPARTMENT: INFORMATION TECHNOLOGY

JOB TITLE: INFORMATION TECHNOLOGY TECHNICIAN

COMPENSATION: GRADE 17/STEP 1 \$22.84 HOURLY/\$47,507 ANNUALLY –
GRADE 17/STEP 10 \$28.53 HOURLY/\$59,342 ANNUALLY
*SALARY MAY BE HIGHER BASED ON QUALIFICATIONS

WORK LOCATION: PRIMARY LOCATION GOVERNMENT CENTER IN SNOW HILL,
MARYLAND; WORK AT OTHER COUNTY FACILITIES WITHIN
WORCESTER COUNTY WHERE NEEDED.

WORK SCHEDULE: MONDAY TO FRIDAY, 8:00AM TO 4:30PM IN THE OFFICE. REQUIRES
ROTATING ON-CALL SUPPORT WHICH MAY INCLUDE NIGHTS,
WEEKENDS, OR HOLIDAY HOURS.

***ADDITIONAL PAY WHILE ON CALL- \$28.57/DAY

APPLICATION PERIOD: UNTIL FILLED

JOB SUMMARY: This position provides first line technical support on County systems to end users on a variety of issues. This role also involves new users and hardware set-up and support. In addition, this individual will assist other Information Technology Staff as assigned and will report directly to the Information Technology Director.

GENERAL REQUIREMENTS:

- Pre-employment background check (including fingerprinting)
- Safety sensitive position requiring drug and alcohol testing
- Essential personnel that may be subject to call back in emergencies
- Possession of a valid driver's license, and a motor vehicle history with less than 4 points
- Position requires rotating on-call support which may include weekend or holiday hours

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES:

- Configures, installs, upgrades and repairs computer systems hardware, software, and peripherals
- Responds to telephone calls, emails, and personnel requests for technical support
- Handles client installation services such as VPN and virus protection
- Resolves help desk tickets submitted by users in a reasonable timeframe
- Identifies, researches, and resolves technical problems
- Tests and implements various desktop installation configurations to maximize uptime and to identify and resolve software/hardware conflicts
- Follows instructions and pre-established guidelines in county IT Policy to perform the functions
- Maintains current knowledge of hardware, software, and network technology
- Instructs users on new or upgraded applications and hardware

- Creates and adds users to Active Directory and Microsoft Exchange
- Supports mobile computers such as tablets and laptops and in some cases cell phones
- Assists with inventory of hardware and recommends replacements for the new fiscal year
- Relies on instructions & pre-established guidelines in county IT Policy to perform the functions of the job
- Trains users in technology including hardware as needed
- Instruct users on new or upgraded applications and hardware
- Completes assigned tasks accurately and by established deadlines
- Cross train and back up other staff as needed
- Establishes and maintains harmonious working relationships with co-workers, elected or appointed officials, and the public using tact, discretion, sound judgment, and professionalism
- Complies with safety programs, procedures training, fire drills, COOP plans, etc. and works safely
- Ensures confidentiality of information and records and comply with record retention schedule
- Adheres to Worcester County Government Personnel Rules & Regulations
- Performs other related duties as required by the Department Head

QUALIFICATIONS AND SKILLS:

- Valid driver's license and driving record of less than 4 points (MD). Will operate a county vehicle when driving to remote locations
- Bachelor's Degree preferred
- Industry certificates are preferred
- At least 2 years of experience is preferred
- Experience with desktop and server operating systems, including Windows 11 to current
- Experience with Microsoft Office Products including but not limited to Microsoft Office
- Experience with server systems to include MS Exchange, MS Active Directory, and experience in a virtual server environment are a plus
- Experience trouble shooting and problem-solving
- Experience with computer literacy and PC knowledge
- Experience in testing applications from various vendors
- Experience training end users
- Able to establish and maintain harmonious working relationships with staff and the public using tact, discretion, sound judgment, and professionalism
- Able to be self-motivated and be a team player who can adapt to changes in end user requirements
- Able to take initiative and have a sense of urgency
- Able to communicate effectively in writing and verbally with staff, the public, and vendors
- Able to perform work correctly, accurately, and consistently
- Ability to be discreet on confidential information acquired while fulfilling duties
- Able to compose confidential and non-confidential correspondence and maintain confidentiality
- Able to follow verbal and written instructions; keep records and logs; complete written forms accurately

- Able to apply acquired knowledge to increasingly varied and complex tasks
Able to meet deadlines in a timely manner and follow directions
- Able to work effectively with little supervision and minimal direction
- Able to work in a fast-paced environment with interruptions
- Able to prepare reports, analyze data, prepare trend analysis etc. Able to create and maintain Excel spreadsheets with formulas
- Able to define problems, collect data, establish facts, and draw valid conclusions
- Able to prioritize work and manage multiple competing demands
- Able to perform duties independently and willingness to work as part of a team
- Able to climb ladders on occasion
- Able to perform manual physical labor including frequent walking, bending, stooping, lifting and carrying heavy objects up to 40 lbs.

SAFETY ANALYSIS:

(Rarely (<5% of the time), Occasional (5-25% of the time), Frequent (25-75% of the time); Constant (<75% of the time)

Sedentary work; Constant sitting, viewing; Frequent talking, hearing; Occasional pushing, pulling, carrying, lifting 40 lbs. No known significant hazard risk.

Worcester County Government Benefits Information

Worcester County Government offers its employees a comprehensive benefits package, including medical, dental, and vision insurance, paid time off, holidays, retirement plans, and much more! To learn more details about our full range of benefits, please view our Benefits Guide at <https://www.jobs.worcestermd.gov>.

Paid Time Off

Full time employees can accrue up to 248 hours of paid time off in the first year of employment starting on the first full pay period. This includes up to 80 hours of vacation, up to 120 hours of sick, and up to 48 hours of personal leave. The accrual for vacation increases after 6 years and 15 years. Unused vacation and sick leave can be rolled over annually as outlined in the policy details. Full time employees are granted 14 paid holidays in calendar year 2024.

Medical Benefits

Full time employees are eligible for medical, dental, vision, flexible spending account(s), and AFLAC voluntary plans on the first day of the month after date of hire. Please visit our on-line Benefits Guide at the link above for additional details about the plans, co-pays, and premiums.

Full time employees are eligible for county paid life insurance and long-term disability insurance on the first day of the month following six months of employment.

Retirement

All employees budgeted for 500 hours, or more will automatically participate in Maryland State Retirement effective on the date of hire, if not already retired from a Maryland State Retirement system. All employees are eligible to participate in a deferred compensation plan that offers pre-tax and ROTH contribution options. The county provides a \$1 for \$1 match of employee's contributions up to a maximum of \$1,000 per fiscal year as outlined in the plan documents.

Part Time Employees

Part time employees are eligible to participate in the deferred compensation plan on the first day of the month after date of hire. Part time employees are eligible to earn 1 hour for every 30 hours worked of sick leave (up to 64 hours). Sick leave can be taken after a 106-day waiting period.

Extras for All Employees

All employees are eligible to use the Fitness Room at the Worcester County Recreation Center at no cost. All employees have access to an Employee Assistance Program that provides telephone consultations and up to 3 face-to-face visits per year. All employees are eligible for SECU credit union membership.

For more information, please view our Benefits Guide at <https://www.jobs.worcestermd.gov> or call Human Resources at 410-632-0090.