PART-TIME IT SUPPORT SPECIALIST

Opening Date: February 25, 2024
Closing Date: Open until filled

Starting Wages: $21.00/hour (DOE)

Hours: 9:00 a.m.- 1:00 p.m., Monday-Friday
(hours are flexible with a minimum 4 hours a day)

This position is a non-benefited 20-hour-a-week position.

Summary

Under the supervision of the IT Administrator, provides front and back-end support for computer systems and other technology devices and software. IT Support Specialist will also perform technical support of information system hardware and software found on a server, including log verification and troubleshooting network processes. The IT Support Specialist will be able to perform complex administrative, technical, and clerical duties that the IT Administrator or the District Director may assign.

Essential Duties

- Receive and monitor incoming work orders from the IT Administrator; prioritize work orders; ensure work order resolution; maintain an accurate log of work orders and resolutions; provide support for hardware and software products.
- Strong communication, organizational, and time management skills.
- Familiarity with multiple computer operating systems, such as Windows, Linux, IOS, and Android.
- General knowledge of troubleshooting internet connectivity, phone systems, network systems, hardware, and other technological office equipment.

- Help maintain computer equipment in working order; respond to reports of equipment malfunction; diagnose, repair, replace, and adjust PCs, laptops, and servers to provide the highest levels of IT support to internal and external users of the District's IT infrastructure.
- Work with IT Administrator to evaluate and implement new system solutions.
- Assist with computer hardware installation and support, including troubleshooting, diagnosis, and upgrades.
- Assist in maintaining legal licensing, hardware inventory, and maintenance schedules; provide cybersecurity monitoring.
- Assist with educating staff on supported software and hardware.
- Monitor system performance; prepare daily and monthly progress reports; document operational troubleshooting procedures.
- Perform other related duties and responsibilities as assigned.

Minimum Qualifications

Education: High School Diploma or GED. Associate degree with major coursework in computer science or information technology, preferred (Directly related experience, specialized training, or certification may be considered in place of education).

Experience: Two years of related technical support and server support experience.

Certification/Licenses:
- Valid Utah Driver's License
- Possession of, or ability to obtain the following within 3-months of starting
    - CompTIA A+ Certification

Working Conditions and Physical Demands

Work in a standard office environment includes reaching, bending, sitting, standing, talking, hearing, listening, sitting, standing, walking, kneeling, crouching, stooping, squatting, crawling, twisting, climbing, and lifting up to 50 lbs. Exposure to mechanical hazards and electrical hazards; ability to travel to different sites and locations.

How to Apply
Please send resumes to Dan McBride at dmcbride@sslvmad.org, or visit us at 7308 Airport Road, West Jordan, UT 84084

South Salt Lake Valley Mosquito Abatement District is an equal opportunity employer.