

Job description

Saunders County is seeking an IT Technician to work under the supervision of the IT administrator, providing end-user technical support to all Saunders County offices. This role requires a persistent, dependable work ethic and great customer service skills.

Essential Duties Include:

- Install, troubleshoot, repair, maintain, and upgrade hardware, software, network infrastructure, and peripheral equipment.
- Set up and configure new desktops, laptops, and mobile devices.
- Respond to IT support requests in a timely and professional manner.
- Ensure security and privacy of systems and data.
- Keep detailed records of all support incidences, IT issues, solutions, and inventory.
- Collaborate with the IT team to resolve technical problems.
- Other duties as assigned

Qualifications/Education/Requirements

- High school diploma or equivalent
- Self-motivated with excellent problem-solving skills and the ability to multi-task.
- Excellent communication and interpersonal skills, with the ability to explain technical concepts to non-technical users.
- Strong customer service orientation.
- Strong organizational skills with keen attention to detail.
- Basic knowledge of PC hardware and software.
- Basic knowledge of Windows 10/11, Windows Server 2019/2022, and Microsoft 365.
- Basic knowledge of LAN/WAN and wireless technologies.
- Experience in Active Directory and GPO (Group Policy Objects) management preferred.
- Capable of learning new technologies and skills.
- Prior experience in the IT field and/or technical certifications preferred.

Full Benefits Package

Full-time, onsite in Wahoo with normal work hours between 8 AM to 5 PM, Monday through Friday. However, hours may vary based on emergencies which may include occasional evenings, weekends, and holidays.

Submit Resume to Apply

Job Type: Full-time

Pay: \$40,000.00 - \$55,000.00 per year