Computer Support

General Summary:

Perform such computer-related tasks as necessary to ensure that county-owned computer equipment is properly maintained and operational to support the computer-dependent activities of others and insure maximum office productivity. Additionally, provide help desk support to assist staff with troubleshooting and resolving technical issues, in addition to working in AD in a windows server environment.

Duties & Responsibilities:

- Provide direct ongoing support to county personnel on general computing issues and support Windows workstations through hardware/software installations, upgrades, general networking and desktop support.
- Perform preventative maintenance on workstations to ensure systems are performing at an optimum level; will assist in some server maintenance and support.
- Document, maintain, analyze, troubleshoot, and repair computer systems, hardware and computer peripherals.
- Investigate, troubleshoot and resolve routine and non-routine user reports of computer equipment malfunction.
- Assist and train users in the operation of office computer related software and hardware resources.
- Consult and collaborate with county staff on systems and application issues; make recommendations and help employ solutions for streamlining operations in the county.
- Advise users on best practices to ensure maximum productivity and achieve required levels of network security.
- Support and maintain user account information including rights, security and systems groups.