
Minidoka County Government

Help Desk Technician

Starting pay: \$25 per hour at 19.5 hours per week

Posting closes October 28, 2022

Send resume to Minidoka County Commissioners, PO Box 368, Rupert, Idaho 83350 or hand deliver to 715 G Street, Rupert, Idaho.

An application for employment can be found at <https://www.minidoka.id.us/292/Employment-Opportunities>

Job Brief:

This position provides onsite computer support services for Minidoka County. Primary duties include: installation, maintenance, and troubleshooting of hardware and software.

EXPERIENCE, REQUIREMENTS, and RESPONSIBILITIES:

Preferred Experience:

- Ability to respond to technical inquiries through multiple channels such as phone, email, and/or screen-sharing sessions
- Ability to log service requests and document steps taken to resolve technical issues

Preferred Soft Skills:

- Strong customer service skills, patience, and professionalism
- Excellent written and verbal communication skills
- Willingness to learn and share knowledge with others

Preferred Technical Qualifications:

- Advanced technical knowledge of Microsoft Windows 10 and 11
- Proficient with Microsoft Office 365
- Experience with troubleshooting PC's, Laptops, Tablets, and Cell phones
- Basic knowledge of Internet and TCP/IP networking

Minimum Requirements:

- Must pass a background check
- High School Diploma or Equivalent
- Knowledge of Windows 10 Operating System
- Knowledge of computer hardware and software configuration and maintenance
- Must be a team player able to solve problems and assist others in using technology

Essential Physical Abilities:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is regularly required to stand, walk, sit, and drive. The employee occasionally is required to climb, balance, stoop, kneel, crouch, or crawl and must occasionally lift and/or carry up to 50 pounds.

Other Recommended Knowledge, Skills, and Abilities:

- Skills in prioritizing multiple tasks

- Ability to acquire knowledge and effectively apply to everyday duties;
- Ability to establish and maintain effective working relations with co-workers and clients;
- Ability to work well either alone or as part of a team;
- Ability to work in a fast pace environment; and
- Ability to complete tasks with multiple interruptions.
- Assist in day-to-day technical support of our county
- Provide support for the Sheriff's Office systems including e911 equipment
- Interpret a variety of instructions furnished in written, oral, diagram, and schedule form

Equal Opportunity Employer:

Minidoka County is an Equal Opportunity Employer (EOE). Qualified applicants are considered for employment without regard to age, race, color, religion, sex, national origin, sexual orientation, disability, or veteran status.

This job description indicates, in general, the nature and levels of work, knowledge, skills, abilities and other essential functions (as covered under the Americans with Disabilities Act) expected of the incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required. Employee may be asked to perform other duties as required.