



We're inviting applications at the... COUNTY OF MONO IT Specialist I/II

Salary: ITS I \$71,714 - \$87,169 (Range 75) Annually
Salary: ITS II \$75,345 - \$91,1582 (Range 77) Annually

Benefits: Mono County provides generous benefits, including CalPERS retirement, medical, dental, vision & 401 deferred compensation.

Location: Bridgeport or Mammoth Lakes, California
(but travel may be required throughout the County)

Position Open Until Filled

First pool review December 6, 2021

Looking for a unique opportunity where a great quality of life is matched with a high-performing team focused on implementing modern and sophisticated technology solutions?

[This might be the job for you!](#)

HOW TO APPLY

<https://monocounty.ca.gov/jobs>

Complete the Mono County Job Application form and return all application materials via email to hr@mono.ca.gov and support@mono.ca.gov

County of Mono, CAO/HR
P.O. Box 696
Bridgeport, CA 93517

Tel: (760) 932-5412
Fax: (760) 932-5411

www.monocounty.ca.gov

*Mono County is an
Equal Opportunity Employer*

Mission of Mono County IT

Empower our community by providing exceptional technology & customer service.



Photo: © Greg Newbry

More information about the culture and work of the Mono County IT Department can be gained from our strategic plan, available under Supporting Documents at: <https://monocounty.ca.gov/it>

About Mono County

Mono County is a destination that is full of opportunity and adventure. Set on the eastern slope of California's Sierra Nevada mountain range, Mono County is a rare environment of natural contrasts: soaring granite peaks, spacious desert vistas, serene lakes and cold mountain streams, deep winter snows and sunny summer skies.

With a year-round population of roughly 14,000 spread over 3,000mi.² of geography, we are considered a frontier county. The County seat is located in Bridgeport - situated 350 miles north of Los Angeles and 120 miles south of Reno. The Town of Mammoth Lakes is a world-class resort destination, and the only incorporated city in Mono County with a year-round population of 8,000.



Our natural playground is matched with a complete range of amenities and activities making it an ideal place to establish a healthy work-life balance. The Bishop Airport (BIH) offers direct flights to LAX, and several other destinations throughout the winter season. Additionally, most of our communities boast Gigabit broadband speeds at price points that are roughly half the national average.

IT Specialist

Job Duties and Qualifications

JOB DESCRIPTION

Under general supervision, this position will provide front-line, Tier 1 support to users within Mono County and the Town of Mammoth Lakes, including for a variety of technology systems including the installation and maintenance of desktop PCs, printers, phones, and other network attached devices. Incumbents will work independently and cooperatively as part of high-functioning small team to provide technical and analytical support to other staff, and perform other job related duties as assigned.

EXAMPLES OF DUTIES

Note: This is not an exhaustive list of minimum and desired qualifications. Please see full job description.

- Provides advanced level technical support on hardware and software used by agency personnel.
- Analyzes problems and recommends corrective action to those problems as necessary
- Assists with supporting critical infrastructure systems including those with sensitive data requiring the maintenance of confidentiality.
- Oversees and assists with procurement of hardware and software according to agency specifications.
- May provide on-call support on a rotation basis.

DESIRED QUALIFICATIONS

Knowledge of or existing experience with:

- Installation, setup, maintenance, and troubleshooting for Microsoft Windows OS devices beginning at Windows 10
- Microsoft Active Directory, Group Policy & user management.
- Enterprise class applications including (but not limited to) Microsoft Exchange, SQL Server, Citrix, CRM/work order tracking, remote access software, etc.
- Video conferencing and telephony basics.
- Problem analysis techniques and the importance of timely implementation of changes.

EDUCATION AND/OR EXPERIENCE

Any combination of training and experience which would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities might be:

A degree from an accredited college or university and one (1) year of experience performing both technical support and training; OR At least two (2) years of experience performing Tier 1 technical support and training for a similar organization/operation.

APPLICATION AND EXAM PROCESS

Applications will be competitively reviewed, and qualified candidates will be invited to participate in a recruitment process consisting of an oral interview and a computer-based practical exam. A screening call may be scheduled.

Special Requirements: Satisfactory completion of a Department of Justice Background investigation. Possession of a valid Driver's License. May work other than a normal 8:00 a.m. to 5:00 p.m. shift.

This job flyer should not be construed to imply that these requirements are the exclusive standards of the position. Not all duties are necessarily performed by each incumbent. Additionally, incumbents will be required to follow instructions and to perform other job-related duties as may be required.