

# WARREN COUNTY DATA PROCESSING BOARD

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[www.co.warren.oh.us](http://www.co.warren.oh.us)

Administration Building  
406 Justice Drive  
Lebanon, Ohio 45036  
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**POSITION:** IT Support Technician

**DEPARTMENT:** Information Technology

**LOCATION:** 406 Justice Drive  
Lebanon, Ohio

**SALARY RANGE:** \$20.00 - \$26.00 HOURLY

**SCHEDULED HOURS:** 40 HOURS PER WEEK

**POSTING PERIOD:** THIS POSTING IS BEING POSTED FOR  
A PERIOD OF TIME NOT LESS THAN  
SEVEN (7) CONSECUTIVE CALENDAR  
DAYS, BEGINNING January 3, 2024

SEE ATTACHED JOB DESCRIPTION FOR MINIMUM  
QUALIFICATIONS AND ESSENTIAL DUTIES OF THIS POSITION

**APPLICANTS SHOULD APPLY ON LINE AT:** <https://www.co.warren.oh.us> COMPLETE  
THE APPLICATION AS FOLLOWS: CLICK ON JOB OPPORTUNITIES THEN CLICK ON  
WARREN COUNTY APPLICATION FOR EMPLOYMENT, THEN DOWNLOAD TO YOUR  
DESKTOP AND EMAIL THE APPLICATION TO: [support@CO.WARREN.OH.US](mailto:support@CO.WARREN.OH.US) WITH A  
RESUME . PLEASE CONTACT Ben Clift  
WITH QUESTIONS AT: 513-695-1114.

APPLICATIONS WILL BE ACCEPTED UNTIL POSITION IS FILLED

THIS POSITION IS SUBJECT TO A POST-OFFER DRUG SCREEN AND  
A BACKGROUND CHECK (BCI).

WARREN COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER

# Title

IT Support Technician

## Description

This is technical work supporting the operation, maintenance, and installation of information systems hardware, software, applications, and procedures. The Support Technician is part of a team that supports the operations and maintenance of all network and end-user computer hardware and software for Warren County. S/He will staff the Help Desk, trouble-shoot hardware and software problems, move and install hardware and software, train staff on hardware and software use, and assist in the integration of computer systems with the County's Network.

## Responsibilities

- Install, configure, and troubleshoot all software, hardware, peripherals, and equipment.
- Oversee the daily performance of computer systems.
- Set up equipment for employee use, performing or ensuring proper installation of cables, operating system, and appropriate software.
- Answer users' inquiries regarding computer software and hardware operation to resolve problems in person, via telephone or from remote location.
- Work hands on with computer systems while also providing helpdesk support when needed.
- Basic knowledge of networking equipment including switches and firewalls.

### Acquisition & Deployment

- Conduct research on emerging hardware and software products, languages, and standards in support of procurement and development efforts.
- Liaise with vendors for efficient implementation of new hardware and software products or systems and for resolution of any adaptation issues.
- Recommend, schedule, and perform hardware and software improvements and upgrades.

### Operational Management

- Liaise with network administrators, systems analysts, and end users to assist in resolving problems with hardware and software products.
- Write programming scripts to enhance functionality and/or performance of company applications as necessary.
- Administer critical analysis of test results and deliver solutions to problem areas.
- Train end users to operate new or modified programs.
- Install software products for end users as required.

# Position Requirements

## Formal Education & Certification

Associates degree (A. A.) or equivalent from Two Year College or technical school; and one to three years related experience and/or training; or equivalent combination of education and experience that demonstrates possession of the knowledge, skills and abilities.

## Knowledge & Experience

- Strong background in Desktop PC's, Mobile PC's, and associated peripherals.
- Strong background in Microsoft products including Windows 10 & 11, and Microsoft Office 365.
- Capable of troubleshooting, resolving, and supporting various hardware and software issues.
- Ability to resolve issues over the phone.
- Ability to work independently or within a group to resolve an issue.
- Ability to communicate with different levels of the organization with service-oriented attitude and customer focus.

## Personal Attributes

- Able to communicate effectively with non-technical staff and with members of interdisciplinary teams.
- Flexible and adaptable in regard to learning and understanding new technologies.
- Strong written, oral, and interpersonal communication skills.
- Ability to conduct research into hardware and software-related issues and products.
- Highly self-motivated and directed.
- Keen attention to detail.
- Proven analytical and problem-solving abilities.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.

# Work Conditions

- Uses or works in proximity to the use of firearms.
- Works in or around crowds.
- Has contact with potentially violent or emotionally distraught persons.
- Has exposure to hot, cold, wet, humid, or windy weather conditions.
- Has exposure to hazardous driving conditions.
- Ability to work from step ladders up to 10 feet above the ground or floor for up to 60 mins at a time several times per day.
- Ability to lift to 50 pounds in and out of vehicles for no more than 10 mins at a time in all weather conditions.
- Is subject to emergency call twenty-four (24) hours a day, seven (7) days a week.