

**POSITION:** Systems Support Specialist  
**CLASSIFICATION:** Systems Support  
**REPORTS TO:** Deputy Director of Information Technology / CIO

**LOCATION:** Lackawanna County Information Technology  
**STATUS:** Full-Time, Union position, Benefits  
Eligible

**SUMMARY:**

The Department of Information Technology houses a fast pace support structure through helpdesk processes. The Systems Support Specialist is the front line for all computer related issues throughout all County departments. The Systems Support Specialist is responsible for insuring that all applications, virtual desktops, computer hardware, software, and peripherals are operational according to policies and procedures.

**RESPONSIBILITIES & DUTIES:** *Responsibilities and duties are not limited to the below list. It is at management's discretion to modify responsibilities and duties to suit the situation.*

Support, troubleshoot, and install county software applications

Set up, configure and deliver computers throughout the County

Set up, configure and deliver virtual terminals, printers, scanners or any other hardware devices

Troubleshoot technical issues related to end-users

Enter, edit, and resolve tickets in helpdesk software

Respond to helpdesk/support calls

Participate in projects which may result in traveling to other county buildings

Communicate with technology vendors regarding applications and hardware

Provide technical assistance to all County departments

Basic domain server tasks

**QUALIFICATIONS: EDUCATION AND TRAINING**

High school graduate or GED equivalent required; Technology degree or certification strongly recommended

Proficiency in Microsoft Windows operating systems and Microsoft Office products

Must possess a strong technology background

Strong communication skills

Strong organizational, interpersonal and analytical skills with the ability to prioritize duties, complete work within deadlines, and transition from assignment to assignment effectively

Working knowledge and understanding of technology, how to utilize resources required to complete the assigned tasks, and the ability to learn and implement new applications quickly

**Please submit an application & resume no later than Monday, September 21, 2020 to:**

Human Resources

Lackawanna County Government Center

123 Wyoming Avenue, 5<sup>th</sup> Floor Scranton, PA 18503

[granzaj@lackawannacounty.org](mailto:granzaj@lackawannacounty.org)

EOE