



MARTIN COUNTY INFORMATION TECHNOLOGY

Martin County Governmental Center
305 East Main Street, Room 078 – PO Box 668
Williamston, NC 27892

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IT Support Specialist Summary

Martin County is seeking a service-oriented and self-motivated professional to join our team. In this role, you will maintain and monitor the county's computer systems and networks with a primary function of Helpdesk Support. You will be tasked with solving complex technical issues and will collaborate with team members across all departments to assist them with their technical support needs.

Duties and Responsibilities

- Install and configure various hardware, software and related peripherals as tasked.
- Monitor, troubleshoot and resolve issues with various software, network access and hardware.
- Maintain procedures, documentation and reports that provide technical support to the entire organization.
- Assist with technical support and moderating of live-streamed/broadcasted virtual and on-site public meetings.
- Provide on-call support for Emergency Services and Communications staff as needed.
- Work outside of regular office hours to perform system upgrades, maintenance and provide support for critical departments.

Requirements and Qualifications

- 1+ years of experience in a technical support role preferred but not necessary.
- Industry Certifications, Associates or Bachelor's Degree with a focus on Information Technology a plus.
- Working knowledge with a variety of software, hardware, and applications.
- Willingness to solve complicated problems, assume ownership of issues and see projects through to completion.
- Team-oriented attitude to help other colleagues and departments with technical issues.
- Ability to manage time and effectively prioritize numerous projects at one time.

Compensation

- Salary Range \$36,000-\$40,000
- Excellent Benefits Package

How to apply

- Apply online via Indeed [here](#)
- Position open until filled, position start date is **7/1/21**