



## **INFORMATION TECHNOLOGY IT SUPPORT SPECIALIST II**

Westmoreland County is seeking a detailed oriented professional to join our IT Department as an **IT Support Specialist II**. The main focus of this position will be responsibility for end user support for information technology and telecommunications systems at multiple County Government sites, as well as entry/intermediate network and systems management duties.

Candidates should possess an Associate's Degree in a related field and at least four (4) years of related experience, within a government agency a plus.

The position reports directly to the Director of IT and is a full-time role with a competitive benefits package.

### **HOW TO APPLY:**

View the complete job description at: [www.westmoreland-county.org](http://www.westmoreland-county.org).

Please submit your resume and application to:

Cabell Miller, IT Director

Email: [cmiller@westmoreland-county.org](mailto:cmiller@westmoreland-county.org).

**Position remains open until filled.**

---

*Westmoreland County is an Equal Opportunity Employer*



## INFORMATION TECHNOLOGY DEPARTMENT

### IT SUPPORT SPECIALIST II

FLSA Status: Exempt

#### **GENERAL DEFINITION OF WORK:**

This position will be responsible for end user support for information technology and telecommunications systems at multiple County Government sites, as well as entry/intermediate network and systems management duties.

#### **ESSENTIAL FUNCTIONS/TYPICAL TASKS:**

(These are intended only as illustrations of the various types of work performed. The omissions of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Perform installation, configuration, administration and maintenance of Microsoft Windows Servers;
- Provide Tier I and II level support for hardware, software, system administration, and telecommunications systems;
- Perform on-going support services such as configuring and installing PC's, Laptops, and Printers;
- Configure, install, and maintain network hardware and software;
- Perform network address assignment;
- Maintain integrity of network security;
- Administer servers, desktop computers, printers, routers, switches, firewalls, telephone systems, physical access systems, software deployments, security updates, and patches/firmware;
- Provide end-user support and service, troubleshoot and resolve IT and Telecommunication issues for local and remote users;
- Update equipment, software, and inventories, as directed;
- Control and track software licenses;
- Work with equipment and software vendors to resolve problems, as needed;
- Generate weekly and monthly reports;
- Provide training to users;
- Plan, install and configure network, TV, and telecommunication cabling as necessary - terminate and test all connections;
- May be on call nights, weekends, and during natural disasters, as needed;
- Perform other duties as assigned.

**KNOWLEDGE, SKILLS AND ABILITIES:**

- Proficient in IT hardware and software management in assigned systems;
- Ability to effectively communicate with other staff and members of the public to provide technical solutions for reported problems;
- Effective verbal and written communication skills;
- Ability to manage multiple tasks and priorities;
- Demonstrate ability to handle sensitive information with discretion;
- Ability to work independently and meet deadlines
- Ability to gain knowledge through use of Westmoreland County Government policies and procedures; and
- Some travel may be required for training or conferences.

**EDUCATION AND EXPERIENCE:**

Associate's Degree in related field or combination education and experience in related field; at least four (4) years of related experience, within a government agency a plus.

**PHYSICAL REQUIREMENTS:**

Limited strenuous physical demands, which may include, but are not limited to, lifting monitors, CPU's and printers up to 60 pounds. May need to access tight spaces. Must be physically able to respond quickly to user demand and keep up with fast paced environment. May perform manual work involving walking over rough, uneven terrain, repeated bending, climbing, crouching, stooping, stretching, reaching or, handling of light boxes and tools as well as moderately heavy equipment or materials from 30 to 60 pounds. Must also have the physical ability to push/pull, squat, twist and turn. Requires continual sitting, standing, or walking of 60% of the time. Work environment involves everyday risks or discomforts which require normal safety precautions typical of such places as system user spaces and PC repair shop, e.g., use of safe work place practices with office equipment, and/or avoidance of trips and falls.

**SPECIAL REQUIREMENTS:**

References; Valid Driver's License and Required Background Check

Salary Range: \$52,747 Minimum; \$65,944.00 Midpoint; \$79,141.00 Maximum



# APPLICATION FOR EMPLOYMENT

Please provide complete and legible information. An incomplete application may affect your consideration for employment. If necessary, attach a separate sheet for additional information.

Westmoreland County is committed to a policy of Equal Employment Opportunity and will not discriminate against an applicant or employee based on race, color, religion, creed, national origin or ancestry, sex, age, physical or mental disability, veteran or military status, genetic information, sexual orientation, marital status, or any other legally recognized protected basis under federal, state, or local law. The information collected by this application is solely to determine suitability for employment, verify identity, and maintain employment statistics on applicants.

Applicants with disabilities may be entitled to reasonable accommodation under the Americans with Disabilities Act and certain state or local laws. A reasonable accommodation is a change in the way things are normally done which will ensure an equal employment opportunity without imposing undue hardship on Westmoreland County. Please inform the County's personnel representative if you need assistance completing this application or to otherwise participate in the application process.

## GENERAL INFORMATION

Full Name _____			Date _____	
FIRST	MIDDLE	LAST		
Address _____				
STREET		CITY	STATE	ZIP CODE
Phone Number (____) _____		Date available for work _____		
Email (optional) _____				
Are you legally authorized to work in the United States? <input type="checkbox"/> Yes <input type="checkbox"/> No				
Do you now, or will you in the future, require immigration sponsorship for work authorization (e.g., H-1B)? <input type="checkbox"/> Yes <input type="checkbox"/> No				
If hired, verification will be required consistent with federal law.				
Are you at least 18 years old? <input type="checkbox"/> Yes <input type="checkbox"/> No				
If no, you may be required to provide authorization to work.				
Do you have a driver's license? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Operator <input type="checkbox"/> Commercial (CDL)				
Driver's license number _____		State of issue _____		Expiration date: _____

## POSITION INFORMATION

Position applied for: _____	Salary range expected: _____
Applying for: <input type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Seasonal/Temporary	

## EDUCATION

Type of School	School Name and Location	Number of Years Completed	Diploma, Degree, or Certificate Received	Course of Study or Major
High School (or G.E.D. equivalent)				
College or University				
Graduate School				
Vocational or Trade School				
Other				

## BACKGROUND INFORMATION

For the purpose of verifying information on this application, have you ever worked or attended school under a different name at any of the organizations you have listed?      ☐ Yes      ☐ No      If yes, specify name. \_\_\_\_\_

## PERSONAL REFERENCES

List three personal references (other than those listed as a current/former supervisor) that we may contact:

Name _____	Phone No. (____) _____
Email Address _____	Type of Acquaintance _____
Name _____	Phone No. (____) _____
Email Address _____	Type of Acquaintance _____
Name _____	Phone No. (____) _____
Email Address _____	Type of Acquaintance _____

## EMPLOYMENT RECORD

List all employment experience for the past ten years, starting with the most recent or present employer, including US military service or training. Using a separate section for each position, describe in detail all work experience. You may include as part of your employment history any verifiable work performed on a volunteer basis. Résumés not be substituted in lieu of completing the following employment information.

Current Employer _____ Geographic Location _____ Your Position _____ Supervisor's Name/Title _____ May we contact? <input type="checkbox"/> Yes <input type="checkbox"/> No Primary responsibilities _____ _____	Phone ( ) _____ From _____ <div style="text-align: center;">Month      Year</div> To _____ <div style="text-align: center;">Month      Year</div>
Employer _____ Geographic Location _____ Your Position _____ Supervisor's Name/Title _____ Primary responsibilities _____ _____	Phone ( ) _____ From _____ <div style="text-align: center;">Month      Year</div> To _____ <div style="text-align: center;">Month      Year</div>
Employer _____ Geographic Location _____ Your Position _____ Supervisor's Name/Title _____ Primary responsibilities _____ _____	Phone ( ) _____ From _____ <div style="text-align: center;">Month      Year</div> To _____ <div style="text-align: center;">Month      Year</div>
Employer _____ Geographic Location _____ Your Position _____ Supervisor's Name/Title _____ Primary responsibilities _____ _____	Phone ( ) _____ From _____ <div style="text-align: center;">Month      Year</div> To _____ <div style="text-align: center;">Month      Year</div>

How did you learn about the position? Check all that apply:

- ☐ Westmoreland County's website     
 ☐ Recruiter     
 ☐ Word of mouth     
 ☐ Other  
☐ Careers website or job board (Monster, Indeed, CareerBuilder, etc.)     
 ☐ Social media (LinkedIn, Facebook, etc.)

Have you worked for Westmoreland County before?

☐ Yes ☐ No    If yes, when? \_\_\_\_\_ Job title: \_\_\_\_\_

Relatives of current employees of Westmoreland County will not be hired if they would be working for, or directly supervising, a current employee. If you receive a conditional offer of employment, you may be asked to identify any relative who is a current employee of Westmoreland County. For purposes of this policy, "relative" is defined as any person who is related by blood or marriage, or whose relationship with the employee is similar to that of people who are related by blood or marriage.



## PLEASE READ CAREFULLY AND INITIAL EACH PARAGRAPH BEFORE SIGNING

I understand that, where permissible under applicable federal, state, or local law, I may be subject to a pre-employment drug test after receiving a conditional offer of employment and must receive a negative result for illegal drug use before being permitted to commence work with Westmoreland County.

\_\_\_\_\_ Initials

I understand that, where permissible under applicable federal, state, or local law, I may be subject to a pre-employment medical examination after receiving a conditional offer of employment and must meet the qualifications for the position, with or without reasonable accommodation, before being permitted to commence work with Westmoreland County.

\_\_\_\_\_ Initials

I understand that, where permissible under applicable federal, state, or local law, I may be subject to a pre-employment background check after receiving a conditional offer of employment to investigate my criminal background and other matters related to my suitability for employment. I understand that a separate disclosure and consent form will be provided to me prior to any background check.

\_\_\_\_\_ Initials

I understand that employment with Westmoreland County is also contingent on my providing sufficient documentation necessary to establish my identity and eligibility to work in the United States.

\_\_\_\_\_ Initials

I authorize Westmoreland County and its representatives to contact my current and former employers (with the exception of my current employer, if I have marked "May we contact?" on page 3 of this application as "No"), schools, references, and other persons or organizations I have named in this application for the purpose of verifying the information I have provided. I release my current and former employers, schools, references, and other persons or organizations named in this application from any liability resulting from the information released. I authorize employers, schools, and other persons or organizations named in this application to provide any information or transcripts requested.

\_\_\_\_\_ Initials

I hereby certify that, if employed, my employment with Westmoreland County will not conflict with, violate, breach, or result in default under, any contract, agreement, or understanding that I am a party to or am bound by, including any non-solicitation, non-competition, or other similar post-employment restriction or agreement I have with any current or former employer, other than the contracts, agreements, covenants, or understandings I have disclosed in this application, if any.

\_\_\_\_\_ Initials

I understand and agree that, if hired, my employment will be at will, which means employment is for an indefinite period of time and may be terminated by myself or Westmoreland County at any time, with or without cause, and with or without notice.

\_\_\_\_\_ Initials

I certify that all of the above information is true and complete and I understand that any falsification or omission of information made by me may disqualify me from further consideration for employment or, if hired, may result in my termination at any time during the period of my employment, regardless of the amount of time that has passed.

\_\_\_\_\_ Initials

Note: An offer of employment is conditioned upon complying with Westmoreland County's requirements including, but not limited to, signing a separate disclosure and consent form prior to any background check.

**MY SIGNATURE IS EVIDENCE THAT I HAVE READ AND AGREE WITH THE ABOVE STATEMENTS.**

Applicant's signature \_\_\_\_\_

Date \_\_\_\_\_