



JOB OPPORTUNITY #: 878-2703

**HELPDESK TECHNICIAN**  
**IT-911/EMERGENCY MANAGEMENT**

**Responsibilities:** Works under supervision to install and configure personal computers and peripherals to work with networks and all applications that are supported by the Information Technologies Department. Provides helpdesk support and training for all 911 and Office of Emergency Management end users via telephone, email and in-person. Provides written status / progress reports to the supervisor on a bi-weekly basis or as requested. Maintains security over programs and data files to which access is given. Maintains on-call status via supplied cell phone. Works with various user departments to gather and/or provide information, explanations or advice with regard to particular programs or projects. Maintains confidentiality of information where applicable. Maintains all personal computer software and hardware inventories. Occasional travel to remote locations required. Writes user and system documentation. Makes recommendations and assists with implementing ways to improve productivity and efficiency of applications. Reviews literature and other resources in order to keep informed of new software/hardware products and advances in technology. Performs related duties as needed or assigned.

**Status:** Full Time, Non-Exempt, Benefitted

**Working hours:** Primarily Monday – Friday, 8:00 am – 5:00 pm; On Call

**Qualifications:** Two year technical degree in Computer Science or a related field and at least one year of experience in one or more of the following: the operation and maintenance of personal computers, printers, and peripherals; the operation of a helpdesk; the operation and maintenance of network computer equipment including file servers, routers, hubs, switches, etc.; the operation, maintenance and administration of a network and e-mail server **OR**, in lieu of the technical degree, an additional 2 years of experience in one or more of the areas mentioned above. Daily computer systems operations experience preferred, but not required. Must have transportation and a valid Missouri Operator's License. Must be able to perform physical activities, such as, but not limited to, lifting heavy equipment (up to 50 lbs and push/pull up to 100 lbs), bending, standing, climbing and walking. Must be able to sit for prolonged periods of time in front of a computer. The selected candidate will be required to pass a criminal history background check and/or fingerprinting with NCIC background check.

**Starting Hourly Salary Range:** \$18.50 – \$19.66

**Deadline for Application:** Applications will be accepted until posting is removed.

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Apply online at [www.showmeboone.com](http://www.showmeboone.com) or call (573) 886-4128 if you have questions. Please call in advance if special accommodations are required to apply. Benefits include 100% County-paid medical and dental employee insurance premium, pre-tax savings program, 2 weeks vacation, 13 paid holidays, matching deferred compensation plan and retirement plans. To see a complete list of posted positions, submit an online application or to download the application, log on to [www.showmeboone.com](http://www.showmeboone.com).

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