

## IT Support Specialist II Term Contract Position

**Title:** IT Support Specialist II  
**Title Series:** Information Technology  
**Title Code:** 2222

**FLSA:** Exempt  
**Grade:** H  
**Salary:** \$52,480-89,803

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### **Position Summary:**

The IT Support Specialist II will design, implement, trouble-shoot, and maintain networks (LAN/WAN) and microcomputer systems. The work includes: analyzing technology needs; determining feasibility and appropriateness of specific hardware/software configurations; installing, testing, debugging, maintaining, monitoring and documenting hardware and software; providing end-user support; and training users. IT Support Specialist II's may assist a project manager in the design, implementation and maintenance of networks and microcomputer systems

### **Essential Duties & Responsibilities:**

**Does this position have supervisory responsibilities:** No

- Analyzes proposed unit projects to determine feasibility and appropriateness of computer related systems for a wide variety of areas such as planning, parks, recreation, finance, and administration.
- Analyzes programs, division, and department automation needs and issues; plans, designs, and recommends new systems and upgrades; analyzes user hardware and software needs including current resources, applications that will be run, the nature of the applications, and geographic location of users in light of limitations of various network topologies; assists in advising staff in regards to hardware, software, network technologies, and related matters; develops plans for configuring, testing, and installing systems; assists in designing network configurations and analyzes cost effectiveness of alternative configurations; researches hardware and software capabilities, compatibility with existing systems, and other characteristics; develops specifications; selects, or recommends selection, of appropriate equipment and software.
- Collaborates with staff, vendors, user representatives, division chiefs, and others in accomplishment of computer automation goals and objectives; works closely with staff, other departments, and outside agencies to develop interagency coordination.
- Participates in the development and implementation of long range automation plans for a division/department; researches and identifies new developments in computer hardware/software and evaluates cost/benefit to Commission; assists in developing and recommending implementation strategy for applying latest technological developments for improving productivity and service; serves on committees to exchange information and make recommendations about new equipment and software for the division/department.
- Configures network and microcomputer operating and applications software systems to meet organizational and user needs.

- Oversees and coordinates work of technicians on a project basis; assists in coordinating major installation work and monitors work of contractors; installs and tests application and operating system software, patches, and fixes; installs and configures network peripherals; resolves software and hardware conflicts; installs and supports special applications software (e.g., GIS, CADD).

**Minimum Qualifications:** On or before the date of filing the application, each candidate must:

Possess a High school diploma or GED; and 2. An associate's degree in computer science, information management, or related field; and one-year related experience; or 3. A bachelor's degree in computer science, information management systems, or related field; or 4. MCP, CCNA, or other related certification and one-year experience; or 5. An equivalent combination of education and experience.

**Preferred Qualifications:**

- Experience in designing, implementing, trouble-shooting, and maintaining software and hardware for local or wide area computer networks.
- Previous helpdesk experience
- Experience in designing, developing, testing, implementing and maintaining application, communication, database or operating systems software

**Supplemental Information:**

- Candidates under final consideration for employment will be required to authorize the release of and successfully complete a criminal background investigation.
- Employee will work 37.5 hours a week.

**To Apply:**

**Interested candidates should submit a cover letter and resume no later than August 5<sup>th</sup>, 2017 to:**

The Montgomery County Planning Department  
8787 Georgia Ave  
Silver Spring, MD 20910  
[HRMCP@mncppc-mc.org](mailto:HRMCP@mncppc-mc.org)  
**EOE/AA/M/F/D/V**