



Announcement No. 24-025

August 21, 2024

TEMPORARY I.T. SUPPORT TECHNICIAN (6-Month Assignment)

To perform responsible technical duties related to computer hardware and software customer support; this role works closely with the G.I.S. / I.T. Administrator and Grand Traverse County I.T. team to install and configure desktop computers and related peripheral equipment. Assist the G.I.S. / I.T. Administrator with project support for new and modified systems.

The position is temporary, lasting up to six months, and is located at 400 Boardman, Traverse City, MI. The schedule is flexible, offering 30 to 40 hours per week across 3 to 5 days. Compensation ranges from \$20 to \$25 per hour, depending on education and experience. As a temporary position, no additional benefits are provided.

Required Knowledge, Skills, Abilities and Minimum Qualifications:

The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

Education, Training and Experience:

- ✓ Any combination of experience and training that would be likely to provide the required knowledge and abilities is qualifying.
- ✓ Two -Three year of experience performing desktop computer system and network installation, operation, and maintenance functions.
- ✓ Two years of full-time college or vocational coursework, equivalent to an Associate's degree from an accredited college or university, in computer science, information systems, or a related field, including network-related coursework.

Knowledge and Skills:

- ✓ Basic principles of computer, telecommunication, and peripheral equipment.
- ✓ Principles and practices of computer recordkeeping.
- ✓ Principles and techniques of a variety of desktop operating and data communications systems.
- ✓ Principles and techniques of installing, repairing, and maintaining desktop hardware and software.
- ✓ Principles and techniques of advanced troubleshooting for desktop computers and printers in a network environment.
- ✓ Operate a variety of computer and office equipment including telephones, computers, printers, modems, and related software.
- ✓ Effectively troubleshoot, diagnose, and resolve hardware and software issues.
- ✓ Follow technical oral and written instructions.
- ✓ Effectively communicate verbally and in writing.

TO BE CONSIDERED, CANDIDATES MUST SUBMIT THEIR APPLICATION to the City of Traverse City, Human Resources Office, 400 Boardman Avenue, Traverse City, MI 49684 or via email to jobs@traversecitymi.gov. Application can be found at www.traversecitymi.gov/jobs/

Traverse City is an Equal Opportunity Employer