



# COUNTY OF LAWRENCE

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## COUNTY COMMISSIONERS

DAN J. VOGLER, CHAIRMAN  
CHRIS SAINATO  
DAN KENNEDY

## HUMAN RESOURCES DEPARTMENT

KAREN KING, DIRECTOR

### JOB DESCRIPTION

<b>Job Title:</b>	Support Specialist/IT Help Desk	<b>Job Type:</b>	Full-Time
<b>Department:</b>	Information Technology	<b>FLSA Status:</b>	Non-Exempt
<b>Base Salary:</b>	\$40,000	<b>Reports To:</b>	Director of IT

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**General Summary:** The County of Lawrence Information Technology Department provides technology solutions, support, and service to County departments. Responsibilities include, but are not limited to, hardware and software support, trouble shooting and problem-resolution, installation and configurations, network support, and content management of the County website. Work is performed according to established schedules and procedures, but employees must also be able to handle problem situations when they occur. Listed below are some of the duties required:

- Provide technical support and troubleshooting assistance throughout Courthouse Campus, and District Justices.
- Collaborate with our IT team members to escalate complex issues.
- Assist with software installations, updates, and configurations.

**Supervision Received and Exercised:** Receives direction from the Director of IT and works closely with the System Administrator.

#### Essential Job Functions:

- Provide user support on existing computer hardware and software.
- Respond to incoming support requests via phone, email, or ticket system.
- Diagnose and resolve technical hardware and software issues.
- Resolve issues in a thorough, timely and efficient manner.
- Maintain help desk tickets and current inventory documentation.
- Maintain existing County Website updates.

#### Knowledge, Skills and Abilities:

- Knowledge of hardware, software, operating systems, and peripheral device knowledge.
- Strong knowledge of all Microsoft applications, including Office365, Access, Excel, Word.
- Experience working with a variety of devices including, desktops, laptops, Surface Pros, VOIP phones, cellphones.
- Manage your time and keep yourself organized.
- Ability to work effectively with others.
- Has excellent phone manners.

**Minimum Education Requirements:**

- Graduation from high school or possession of a GED certificate.
- Completion of technical training in computers or at least five years of experience in this field is preferred.

**Working Conditions:**

- Work is normally performed in a typical interior/office work environment.
- Moderate physical activity. May require physical effort including lifting up to 25 pounds.
- May be required to sit, stand, or walk for extended periods of time.
- Exposure to computer screens.

**Benefits:**

- Health, Vision, Prescription, and Dental insurance plans
- Paid Life Insurance
- Paid 15 Holiday days per year
- Paid time-off (vacation, personal days, sick time) per year
- Pension retirement plan

**How to Apply:** A Resume is recommended, and all interested applicants must complete a Lawrence County Employment Application found on the County Website or at the Human Resource Office in the lower level of the Lawrence County Government Center.

Email all applications to [LCAPPS@LawrenceCountyPA.gov](mailto:LCAPPS@LawrenceCountyPA.gov) or fax them to 724-656-2461 or mail them to:

Human Resources  
 Attn: Support Specialist/IT Help desk  
 430 Court Street  
 New Castle, PA 16101-3593

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*The statements herein are intended to describe the general nature and level of work being performed by employees assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills of personnel so classified.*