TOWN OF NORFOLK
ONE LIBERTY LANE
NORFOLK, MASSACHUSETTS 02056

Part-time Tier One Technology Support Technician
Grade 7
20 Hours (some flexibility in hours is possible)

Qualifications: Candidate must be self-motivated, possess strong analytical skills, and be capable of troubleshooting and resolving multi-platform software, hardware, and network related issues. Experience in a Microsoft Active Directory environment. Experience or certifications with Windows, Apple, Office suite, G-Suite Services, wired and wireless networking technologies, TCP/IP, DNS, DHCP, LAN, WAN, information security and web development preferred. Experience with inventory, patch and security management tools, imaging and imaging deployment, and social media communications preferred. The ability to communicate effectively and precisely with staff required

Job Goal: To provide effective deployment, maintenance, and support of all business operational components, including but not limited to the configuration and deployment of multi-platform devices, management of web and social media services, software installation and patch management, audio visual equipment, and networking technologies required to support the environment.

Performance Responsibilities:
- Assist in the deployment and maintenance of all desktop, PDA/mobile devices, and peripheral equipment
- Maintain web and social media communications
- Respond to all support requests
- Assist in maintenance of security policies and end-user account settings
- Maintain security applications; antivirus, malware, spyware.
- Assist in management/support of VoIP telephone system
- Accurately document instances of hardware failure, repair, installation, and removal
- Support development and implementation of new computer projects and new hardware installations
- Maintain basic network functionality.
- Provide basic training for all staff
- Provide personal professional growth and self-improvement by keeping abreast of the latest technological developments

Environment and Physical Requirements: Candidates will be required to travel between multiple locations within the town and must hold a valid driver’s license. The work will require physically connect system components and systems; must be able to lift and carry objects up to 45 pounds (computer equipment, printers, switches, monitors, mobile carts, supplies, etc.); administrative and technical work related to information systems, office automation and other technologies.

Supervision and Evaluation: Candidates should be self-motivated; possessing the ability to assess need and prioritize responsibilities in a professional environment; reporting to and evaluated by the Director of Technology Services

Application: To apply for this position, please email your cover letter and resume to jobs@norfolk.ma.us

The Town of Norfolk does not discriminate on the basis of race, color, sex, religion, disability, national origin, sexual orientation or gender.