

04-05-2017

NOTICE OF VACANCY

**POSITION: INFORMATION TECHNOLOGY SYSTEM / HARDWARE TECHNICIAN**

**LOCATION: BRISTOL COUNTY SHERIFF'S OFFICE (BCSO)**

**PAY GRADE: ADMIN NON-UNION \$50,000 – \$55,000**

**GENERAL DUTIES AND RESPONSIBILITIES:**

RESPONSIBLE FOR THE INSTALLATION, CONFIGURATION, TROUBLESHOOTING AND MINOR REPAIR OF COMPUTERS, MONITORS, INPUT DEVICES, PRINTERS, PERIPHERAL EQUIPMENT

**REQUIREMENTS**

**MINIMUM EDUCATION REQUIREMENTS:**

ASSOCIATES DEGREE OR EQUIVALENT IN A COMPUTER RELATED FIELD AND/OR AT LEAST TWO YEARS OF RELATED WORK EXPERIENCE.

**PREFERRED HARDWARE & SOFTWARE KNOWLEDGE**

MUST HAVE PRACTICAL KNOWLEDGE, INSTALLATION AND TROUBLESHOOTING EXPERIENCE WITH:

HP DESKTOP AND NOTEBOOK COMPUTERS  
COMPUTER INPUT DEVICES, MONITORS, PRINTERS, SCANNERS AND PERIPHERALS  
NETWORK CABLE TESTING AND TERMINATION  
MICROSOFT WINDOWS OPERATING SYSTEMS, MOSTLY WINDOWS 7  
MICROSOFT OFFICE APPLICATIONS  
WINDOWS IMAGING SOFTWARE

**TO APPLY:**

Those who are currently employed by the Bristol County Sheriff's Office and are interested in this position must submit a letter of interest to the Human Resources Division on or before **April 19, 2017 by 4:00 p.m.**

Those who are **not** currently employed by the Bristol County Sheriff's Office and are interested in this position must submit an employment application to the Human Resources Division on or before **April 19, 2017 by 4:00 p.m.** **Applications can be found on our website at [www.bcsoma.us](http://www.bcsoma.us).**

The Bristol County Sheriff's Office does not discriminate on the basis of sex, race, color, national origin, religion, disability or sexual orientation.

PLEASE POST

1. **TITLE**  
HARDWARE TECHNICIAN

**AGENCY**  
BRISTOL COUNTY  
SHERIFF'S OFFICE

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2. <b>UNION / GROUP</b>	<b>SALARY GRADE</b>	<b>DATE</b>
ADMIN NON-UNION	\$50,000 - \$55,000	prepared 10/03 reviewed 04/17

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3. **GENERAL STATEMENT OF DUTIES AND RESPONSIBILITIES:**  
RESPONSIBLE FOR THE INSTALLATION, CONFIGURATION, TROUBLESHOOTING AND MINOR REPAIR OF COMPUTERS, MONITORS, INPUT DEVICES, PRINTERS, PERIPHERAL EQUIPMENT

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4. **SUPERVISION RECEIVED:**  
ADS OF TECHNOLOGY, CFO

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5. **SUPERVISION EXERCISED:**  
NONE

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6. **DUTIES AND RESPONSIBILITIES:**

1. INSTALL, CONFIGURE, UPDATE, TROUBLESHOOT AND REPAIR OF DESKTOP AND NOTEBOOK COMPUTERS, INPUT DEVICES, PRINTERS, SCANNERS AND PERIPHERALS IN ADMINISTRATIVE OFFICES AND INMATE UNITS.
2. MAINTAIN ALL LAN / WAN / WIFI DESKTOP CONNECTIVITY, PERFORM CABLE TESTING AND TERMINATION.
3. DIAGNOSE, TRACK AND RESOLVE HARDWARE PROBLEMS.
4. RESPOND TO TELEPHONE, EMAIL AND PERSONAL REQUESTS FOR TECHNICAL SUPPORT IN ADMINISTRATIVE AND SECURITY LOCATIONS.
5. CREATE AND MAINTAIN A DOCUMENTATION LIBRARY OF ALL IT DEPARTMENT DESKTOP EQUIPMENT, CONFIGURATIONS AND PROCEDURES.
6. PERFORM ONGOING TECHNICAL TRAINING AND INTERNAL CROSS TRAINING WITH BCSO IT STAFF.
7. WORK WITH ALL BCSO DEPARTMENTS AND EXTERNAL VENDORS.

**MINIMUM EDUCATION REQUIREMENTS:**

ASSOCIATES DEGREE OR EQUIVALENT IN A COMPUTER RELATED FIELD AND/OR AT LEAST TWO YEARS OF RELATED WORK EXPERIENCE.

**PREFERRED HARDWARE & SOFTWARE KNOWLEDGE**

MUST HAVE PRACTICAL KNOWLEDGE, INSTALLATION AND TROUBLESHOOTING EXPERIENCE WITH:

HP DESKTOP AND NOTEBOOK COMPUTERS

COMPUTER INPUT DEVICES, MONITORS, PRINTERS, SCANNERS AND PERIPHERALS  
NETWORK CABLE TESTING AND TERMINATION  
MICROSOFT WINDOWS OPERATING SYSTEMS, MOSTLY WIDOWS 7  
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