

**HELP WANTED**  
**INFORMATION TECHNOLOGY SUPPORT SPECIALIST**

Westmoreland County, The Northern Neck Regional Jail and Northumberland County are seeking qualified applicants for the position of Information Technology Support Specialist. SALARY: \$50,000-\$60,000 DOQ/DOE (+) benefits.

This position will be responsible for serving the needs of all county departments through management of the Information Systems function which includes data and telecommunications services for Westmoreland County, The Northern Neck Regional Jail and Northumberland County. In addition to maintaining servers which host data used by a variety of county government functions, the IT Department maintains Windows, telecommunications and IBM ISeries AS/400 servers.

The successful candidate will have IT experience in a complex and varied environment. A Bachelor's Degree in computer science and/or a combination of education and relative experience is required. Candidates must have the background to provide expertise and oversight as well as the willingness to work alongside county staff in providing excellent service during day to day operations.

For complete job description for the position of Information Technology Support Specialist visit our website [www.westmoreland-county.org](http://www.westmoreland-county.org) or call (804)493-0130. To be considered, a completed VA Form 10-012 Application is required.

Applications (use VA Form 10-012) may be obtained in person at the Westmoreland County Administrator's Office located in the George D. English, Sr. Memorial Building, 111 Polk Street, Montross, Virginia between the hours of 8:30 a.m. and 4:30 p.m., Monday through Friday, or by calling (804)493-0130.

Westmoreland County will be accepting applications until 4:30 p.m. on July 26, 2013. All applications received after the deadline will not be processed. AA/EO Employer.

## IT SUPPORT SPECIALIST

### **GENERAL DEFINITION OF WORK:**

This position will be responsible for the management of networks, servers, AS400's, web pages and other IT related duties for multiple local government sites. Work is performed under general supervision.

### **ESSENTIAL FUNCTIONS/TYPICAL TASKS:**

- Perform installation, upgrade, configuration, maintenance and administration of iSeries/AS400 operating systems and hardware.
- Configure, install and maintain Microsoft Exchange e-Mail Solution.
- Perform installation, configuration, maintenance and administration of Microsoft Windows Server.
- Perform on-going support services such as configuring and installing PC's, laptops, servers and printers.
- Install and support LANS, WANS, network segments, Internet, and intranet systems.
- Install and maintain network hardware and software.
- Maintain integrity of the network, server deployment, and security.
- Perform network address assignment.
- Maintain network facilities in individual machines, such as drivers and settings of desktop computers as well as printers and copiers.
- Maintain network servers such as file servers, VPN, gateways, intrusion detection systems.
- Administer servers, desktop computers, printers, routers, switches, firewalls, phones, personal digital assistants, smartphones, software deployment, security updates and patches.
- Able to write queries with Query/400 to extract data, join files, import/export data to/from AS400 and import/export to Excel, etc.
- Provide end-user support and service, troubleshoot and resolve IT issues for local and remote users.
- Develop standards, procedures, and guidelines for the operation and maintenance of the IT systems.
- Manage firewall and network settings.
- Apply and renew SSL.
- Edit HTML web pages.
- Maintain and improve existing Disaster Recovery Plan by coordinating the development of advance arrangements and procedures to ensure the organization can respond to a disaster resuming critical business functions within a defined time frame, minimizing data loss, and any impacted facilities can be repaired or replaced as quickly as possible.
- Maintain and update web pages.
- On call nights, weekends and during natural disasters as needed.
- Other related duties as assigned.

### **KNOWLEDGE, SKILLS AND ABILITIES**

- Bachelor's Degree in Computer Science preferred.
- 4-8+ years of related experience.
- Ability to work with and understand the IBM Series.
- Proficient in standard business software and operating systems.
- AS400 Client Access.
- Proven ability to engineer routers, hubs, switches, and access points.
- Proven experience in network planning, network security principles, and general network management practices.
- Excellent technical knowledge of current network hardware, protocols, and Internet standards.
- Strong knowledge of network management and analysis tools.
- Experience with backup and recovery disaster plans.

### **PHYSICAL REQUIREMENTS:**

This is light work requiring the exertion of up to 20 pounds of force occasionally, up to 10 pounds of force frequently and a negligible amount of force constantly to move objects; work requires crouching, reaching, walking, fingering and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; visual acuity is required for color perception, preparing and analyzing written or computer data, visual inspection involving small defects and/or small parts, operation of machines, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is subject to atmospheric conditions.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

Commonwealth of Virginia



Send this application directly to the agency announcing the vacancy.

Please print in ink (preferably black) or use typewriter

An Equal Opportunity Employer

Number of attachments \_\_\_\_\_

Position number \_\_\_\_\_

Application for Employment

Employees of the Commonwealth and applicants for employment shall be afforded equal opportunity in all aspects of employment without regard to race, color, religion, political affiliation, national origin, disability, marital status, gender or age.

As a means of accommodation to persons with specific disabilities that prevent them from completing this application, confidential assistance in filling out this application may be obtained by calling the agency to which you are applying.

1. Position applied for \_\_\_\_\_ 2. Agency \_\_\_\_\_ (one per application)

3. Social Security No. \_\_\_\_\_ (Note: Completion of number three is optional. Failure to submit social security number on this form will not prohibit employment consideration. Social security number may be required on other forms prior to employment.)

4. Full legal name \_\_\_\_\_ 6. Home Phone ( ) \_\_\_\_\_ Last First Middle

5. Address \_\_\_\_\_ 7. Business Phone ( ) \_\_\_\_\_

8. E-mail Address \_\_\_\_\_ City State Zip

9. EDUCATION

- a. Check highest grade completed [ ]1 [ ]2 [ ]3 [ ]4 [ ]5 [ ]6 [ ]7 [ ]8 [ ]9 [ ]10 [ ]11 [ ]12
b. If you did not complete high school, do you have a high school equivalency diploma? [ ] Yes [ ] No
c. Check number of years of post high school education [ ]1 [ ]2 [ ]3 [ ]4 [ ]5 [ ]6 [ ]7

Table with 6 columns: Name and Location of Institution, Hrs, Degree Received, Major or Specialty, Minor, Dates Attended. Rows 1, 2, 3.

d. If you expect to complete an educational program in the near future, please indicate what type of degree or program and expected completion date: \_\_\_\_\_

10. EXPERIENCE — Use Supplementary Experience Form(s) for additional space. Starting with the most recent, describe ALL paid, military and applicable voluntary experience. Highlight your knowledge, skills and abilities which best demonstrate your qualifications for this position.

You may list significantly different jobs within the same organization as separate items. May we contact your present supervisor? [ ] Yes [ ] No

a. Job Title \_\_\_\_\_ Duties: \_\_\_\_\_
Employer \_\_\_\_\_
Address \_\_\_\_\_
Phone \_\_\_\_\_
Type of business \_\_\_\_\_
Immediate supervisor \_\_\_\_\_
Title \_\_\_\_\_ Number and titles of employees you supervised \_\_\_\_\_
Salary (start) \_\_\_\_\_ (finish) \_\_\_\_\_ Equipment used \_\_\_\_\_
Dates (mo/yr) \_\_\_\_\_ to (mo/yr) \_\_\_\_\_ Reason for leaving \_\_\_\_\_
Full-time Part-time Hours/week Your name if different from present \_\_\_\_\_

b. Job Title \_\_\_\_\_ Duties: \_\_\_\_\_
Employer \_\_\_\_\_
Address \_\_\_\_\_
Phone \_\_\_\_\_
Type of business \_\_\_\_\_
Immediate supervisor \_\_\_\_\_
Title \_\_\_\_\_ Number and titles of employees you supervised \_\_\_\_\_
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Pursuant to federal regulations, we collect responses to the questions below for record keeping purposes. This information will NOT be kept with your application for employment. Federal law prohibits unlawful discrimination on the basis of race, color, sex, age, national origin, religion, or disability.

Check the block for the racial or ethnic group with which you identify:

- White (includes Arabian)
- Black (includes Jamaican, Bahamians and other Caribbeans of African but not Hispanic or Arabian descent)
- Hispanic (includes persons of Mexican, Puerto Rican, Central or South American or other Spanish origin or culture)
- Asian & Asian American (includes Pakistanis, Indians & Pacific Islanders)
- American Indians (includes Alaskans)

Check the block for the highest level of education you have completed (check only one):

- Less than 8th grade
- Completed 8th grade
- Attended high school
- High school graduate or equivalent
- Attended college and/or associate degree
- College graduate
- Attended graduate school
- Master's degree
- Graduate study beyond master's requirements
- Ph.D. or professional degree

Check the appropriate block:

- Female
- Male

Please indicate your date of birth: \_\_\_/\_\_\_/\_\_\_

Position applied for: \_\_\_\_\_

Position number: \_\_\_\_\_

**FOR OFFICE USE ONLY**

EEO Category: \_\_\_\_\_

How did you find out about this employment opportunity?

- Newspaper\*
- State RECRUIT system
- Radio/TV\*
- Agency Bulletin Board
- VEC
- Other (please specify)

\_\_\_\_\_  
\*specify name of newspaper or other media  
\_\_\_\_\_

Supplementary Experience Form

Social Security Number \_\_\_\_\_ Position Applied For \_\_\_\_\_
Name \_\_\_\_\_ Announcement Number \_\_\_\_\_

Job Title \_\_\_\_\_ Duties: \_\_\_\_\_
Employer \_\_\_\_\_
Address \_\_\_\_\_

Phone \_\_\_\_\_
Type of business \_\_\_\_\_
Immediate supervisor \_\_\_\_\_

Title \_\_\_\_\_ Number and titles of employees you supervised \_\_\_\_\_
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Name \_\_\_\_\_ Announcement Number \_\_\_\_\_

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Employer \_\_\_\_\_  
Address \_\_\_\_\_  
\_\_\_\_\_ Phone \_\_\_\_\_

Type of business \_\_\_\_\_  
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