

**Job Title:** IT Technician

**Location:** Pickaway County

**Employment Type:** Full-Time

**Position Overview:**

The Pickaway County Commissioners are seeking a proactive and skilled IT Technician to join our dynamic team. The ideal candidate will play a critical role in providing end-user support, maintaining IT infrastructure, and managing critical network applications. This position combines day-to-day help desk responsibilities with project planning, server management, and advanced application support.

**Key Responsibilities:**

- **Help Desk Support**
  - Provide first-line technical support for hardware, software, and network issues.
  - Diagnose and resolve technical problems in a timely and professional manner.
  - Document support requests and maintain accurate records of resolutions.
- **Technical Guidance**
  - Offer mentorship, technical guidance, and troubleshooting assistance to end users.
  - Develop and implement best practices and solutions for desktop support issues.
  - Serve as front line support for technical problems.
- **IT Infrastructure Management**
  - Perform routine backups and disaster recovery operations using Veeam Backup & Replication.
  - Manage and maintain Windows Server environments, including patch management and performance monitoring.
  - Oversee and support network security and monitoring tools like Darktrace.
- **Project Planning and Implementation**
  - Collaborate with stakeholders to plan and implement IT projects, ensuring they are delivered on time and within budget.
  - Evaluate and recommend hardware and software solutions to meet business needs.
- **Network & Application Support**
  - Provide technical support and troubleshooting for Proofpoint and other email security applications.
  - Manage and support network devices and applications, ensuring seamless operation and minimal downtime.
  - Monitor and enhance system security and compliance with IT policies.

**Qualifications:**

- Associate's degree in information technology, Computer Science, or a related field; equivalent experience or other qualifications may be considered.
- 3+ years of experience in IT support or a similar role.
- Ability to lift 50 lbs.

- Have a valid drivers license
- Be able to pass a background check and be willing to sign a standard of conduct or Code of Ethics.
- Proficiency in Windows Server environments, backup solutions (Veeam), and network monitoring tools (e.g., Darktrace).
- Experience with email security solutions such as Proofpoint.
- Strong troubleshooting and problem-solving skills.
- Excellent communication and customer service skills.
- Demonstrated ability to mentor and provide technical leadership to team members.
- Ability to prioritize and manage multiple tasks effectively.
- The candidate will be required to pass a State of Ohio and National based fingerprint records check before being granted access to the Criminal Justice Information System (CJIS).
- The candidate will also be required to obtain a valid LEADS Certification and, via CJIS online resources, successfully complete Security Awareness Training (Level 4) after six (6) months of employment and biennially thereafter.

#### **Preferred Skills:**

- Certifications such as CompTIA A+, Network+, Security+, or Microsoft certifications are a plus.
- Experience with IT project planning and implementation.
- Knowledge of cybersecurity principles and best practices.

#### **What We Offer:**

- Competitive salary and benefits package.
- Opportunities for professional development and training.
- A collaborative and innovative work environment.

#### **How to Apply:**

A full posting and job application form are available at [www.pickaway.org](http://www.pickaway.org) under the employment link and at the Commissioner's Office located at 139 West Franklin Street, Circleville, Ohio 43113. To apply, please submit a cover letter and completed application to the Pickaway County Commissioners Office to the attention of Marc Rogols, Pickaway County Deputy Administrator at the address shown above or send their resume and a cover letter to [mrogols@pickawaycountyohio.gov](mailto:mrogols@pickawaycountyohio.gov). Please include "IT Technician Application" in the subject line. The position will remain open until it is filled.