

# LEE COUNTY COMMISSION

**Chairman**  
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**Members**  
Doug Cannon, District 1  
Ross Morris, District 2  
Jeff Drury, District 3  
Tony Langley, District 4  
Richard LaGrand, District 5

## JOB ANNOUNCEMENT

<b>Job Title:</b> Help Desk Technician I	<b>Hours of Availability:</b> Monday-Friday 7:30AM-4:30PM
<b>Closing Date:</b> February 17, 2025	<b>Position Announcement:</b> ISD01-27-2025
<b>Work Location:</b> Lee County, AL	
<b>Division/Department:</b> Information Services	
<b>Reports to:</b> Information Services Director	
<input checked="" type="checkbox"/> <b>Full-time</b> <input type="checkbox"/> <b>Part-time</b>	<b>Pay Range:</b> \$37,828.25 - \$43,502.49

**JOB SUMMARY:** This position manages and answers incoming support calls from users in other county departments. This position also creates repair tickets for tracking problems and then processes and assigns those tickets. This position also prepares new computers by installing all necessary updates and software for its intended use.

### ESSENTIAL JOB FUNCTIONS:

- Answers incoming service calls and enters issues into a trouble ticket system.
- Assigns trouble tickets outside of this technician's knowledge to the appropriate higher-level technicians.
- Prepares new computers by installing software, applying updates, adding the computer to the required Domain and confirming Antivirus software installation.
- Install specialized software, scanners, receipt printers, etc. based on the computer's intended use.
- Should be able to install and terminate ethernet cabling.
- Should have basic networking knowledge.
- Assists in inspecting, maintaining, and replacing network cabling, voice/data jacks.
- Attends meetings, conferences, workshops, and training sessions and reviews publications and audio-visual materials to remain current in assigned work area.
- Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems.
- Performs other related duties as assigned.

### KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of county and department regulations, policies, and procedures.
- Knowledge of computer networks, including network operating systems, connectivity, configuration, and maintenance.
- Knowledge of job-related software applications.
- Skill in the use of modern office equipment.
- Skill in the installation, maintenance, and repair of computer networks, including hardware, software, and peripherals.
- Skill in public and interpersonal relations.
- Skill in oral and written communication.

**QUALIFICATIONS:**

- Knowledge of computer networks, including network operating systems, connectivity, configuration, and maintenance.
- Knowledge of job-related software applications.
- Skill in the installation, maintenance, and repair of computer networks, including hardware, software, and peripherals
- High School diploma/GED and two (2) years of related experience, or equivalent.

Applicants should apply at the Alabama State Employment Office or the Lee County Commission Office (215 South 9<sup>th</sup> Street, Opelika, Alabama) Monday through Friday, between the hours of 8:30 AM and 4:30 PM. An employee in this position is subject to random drug/alcohol testing. Interested applicants may also fax a completed application to (334) 737-3609 or emailed to [humanresources@leeco.us](mailto:humanresources@leeco.us) by the closing date. Previous applicants should reapply. For more information visit: [www.leeco.us](http://www.leeco.us).

*Lee County is an Equal Opportunity Employer, we will recruit, hire, train, promote, discipline, and discharge in all eligible job groups without unlawful discrimination based on **race, color, religion, sex (including pregnancy, gender identity, and sexual orientation), national origin, age, disability, marital status, political affiliation or genetic information** or any other characteristics protected by law. To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described in accordance to Subtitle A of Title II of the Americans with Disabilities Act (42 U.S.C. 12131).*