

Job Title: Information Technology (IT) Specialist
(Titles and duties commensurate with experience)
Location: Guernsey County

627 Wheeling Ave
Cambridge, OH 43725
Suite 300 | 740.439.6295

Job Description

Guernsey County is seeking an **IT Specialist** to support and grow our information technology environment. This role is intentionally broad and may span responsibilities typically associated with help desk support, systems administration, and network operations, depending on the candidate's experience and strengths. We are looking for an individual with strong problem-solving skills, a genuine interest in technology, and a willingness to learn. This position offers significant opportunity for professional growth, mentorship, and hands-on experience across a wide range of IT disciplines. This role is well-suited for candidates ranging from early-career IT professionals to experienced technicians seeking a broad, hands-on environment.

Objectives of this Role

- Provide technical support and assistance to county staff across a variety of systems and technologies.
- Assist in the operation, maintenance, and improvement of the county's IT infrastructure.
- Learn and grow into increasingly advanced responsibilities over time.
- Support reliable, secure, and efficient technology services for county operations.

Primary Duties and Responsibilities

Duties may include, but are not limited to:

- Providing first- and second-level technical support for hardware, software, and user accounts.
- Assisting with the maintenance and administration of servers, networks, and associated systems.
- Supporting user onboarding, permissions, and access management.
- Assisting with system updates, upgrades, and security improvements.
- Monitoring system performance and assisting with troubleshooting and issue resolution.
- Creating and maintaining basic technical documentation and procedures.
- Collaborating with senior IT staff on projects, planning, and long-term improvements.

Note: Responsibilities may expand or shift based on the employee's skills, experience, and demonstrated aptitude, as well as organizational needs.

Required Skills and Qualifications

- Strong communication and customer service skills.
- Ability to learn new technologies and adapt to changing priorities.
- Basic computer proficiency and general technical aptitude.
- Willingness to work collaboratively and follow established processes.

Education and Experience

- High school diploma or equivalent required.
- Prior IT experience is preferred but not required.
- Formal education, certifications, or hands-on experience will be considered in combination.
- On-the-job training and mentorship will be provided.
- Must possess and maintain a valid driver's license.
- Ability to pass a background check and drug screening.

Physical Requirements

- Prolonged periods of standing and walking.
- Ability to climb ladders, bend, or work in confined spaces as needed.
- Ability to lift up to 50 pounds.

Preferred Skills and Qualifications

- Experience in any of the following areas:
 - Help desk or technical support
 - Windows or Linux systems
 - Networking concepts (LAN/WAN, switches, firewalls)
 - Microsoft Active Directory or Microsoft 365
- Familiarity with networking or infrastructure equipment (e.g., SonicWall, Netgear, Cisco) is a plus.
- Technical certifications (e.g., CompTIA, Microsoft, Cisco) are welcomed but not required.