IT Support Technician

Employer: Huron County County
Location: Bad Axe, MI
Department: Computer Information Systems (CIS)
Reports To: CIS Director
Bargaining Unit: AFSCME
Pay: Grade 140 — starting at Step 1 ($23.68 per hour), with a maximum of Step 4 ($27.01 per hour) under the current collective bargaining agreement. Step advancement is governed by the agreement.
Schedule: Monday – Friday 8:30am to 4:30pm, with assigned after-hours and holiday on-call responsibilities.

About the Position

Huron County is seeking a dependable, service-oriented IT Support Technician to support the technology County employees rely on to deliver essential public services.

Under the direction of the CIS Director, you will provide first-line help desk support, troubleshoot hardware and software issues, install and maintain computer equipment, and assist with technology projects. The ideal candidate enjoys solving problems, communicates clearly with people of varying technical abilities, and follows issues through to resolution.

Essential Duties and Responsibilities

- Provide timely, professional first-line help desk support to County employees.
- Troubleshoot computer hardware, software, peripheral, and connectivity issues; resolve problems within your scope and escalate complex or urgent issues appropriately.
- Install, configure, upgrade, and maintain computer hardware and software, including setting up new computers under the direction of the CIS Director.
- Assist with the maintenance and reliable operation of County computer information systems.
- Monitor system logs, alerts, and events; assess their urgency and respond or escalate as appropriate.
- Document reported issues, troubleshooting steps, work performed, and resolutions in the ticketing system.

- Complete assigned technology projects and assist with equipment deployments and system improvements.
- Follow County IT policies and security procedures while protecting confidential and sensitive information.
- Obtain and maintain required annual Criminal Justice Information Services (CJIS) certification or training.
- Participate in assigned on-call coverage, including after-hours and holiday support.
- Stay current with relevant technology, equipment, and troubleshooting practices.
- Adapt to changing department priorities and perform related duties as assigned.

Knowledge, Skills, and Abilities

- Working knowledge of Windows computers, common business applications, computer hardware, and peripherals.
- Basic understanding of networking and connectivity troubleshooting.
- Strong problem-solving skills and an organized approach to diagnosing technical issues.
- Ability to explain technical information clearly to employees with varying levels of technical knowledge.
- A patient, professional, customer-focused approach to employee support.
- Ability to prioritize requests, maintain accurate documentation, and complete assigned work.
- Sound judgment when handling sensitive information and determining when to escalate an issue.
- Ability to work independently and collaboratively under the direction of the CIS Director.
- Availability to fulfill assigned after-hours and holiday on-call responsibilities.

Preferred Qualifications

- Experience in help desk, desktop support, or a similar technical support role.
- Relevant coursework, technical training, certifications, or equivalent hands-on experience.

- Familiarity with Microsoft 365, Active Directory, ticketing systems, or remote support tools.
- Experience supporting government operations or another environment that handles confidential information.

Conditions of Employment

- Must successfully pass a background check as a condition of employment.
- Must obtain and maintain required annual CJIS certification or training.
- Must be available for assigned after-hours and holiday on-call responsibilities.
- This position is represented by AFSCME and is subject to the applicable collective bargaining agreement.

How to Apply

Send resume and cover letter as PDF's to ITApplicants@co.huron.mi.us

Equal Opportunity Statement

Huron County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.