

IT Support Specialist

Department: Information Technology

Employment Type: Full-Time

Salary Range: \$65,000–\$75,000 annually

Position Summary

Madison County is seeking an IT Support Specialist to provide technical support and excellent customer service to County employees. This position is responsible for assisting users with hardware, software, and connectivity issues; deploying and maintaining workstations and equipment; and supporting day-to-day technology operations. The IT Support Specialist plays a key role in ensuring County staff have reliable and effective technology tools.

Essential Duties and Responsibilities

- Provide first- and second-level technical support to end users via phone, email, ticketing system, and in person
- Troubleshoot and resolve issues related to computers, printers, mobile devices, phones, peripherals, and software
- Install, configure, and maintain desktops, laptops, and other end-user equipment
- Assist with user account setup, password resets, and access permissions in accordance with established procedures
- Support County-approved applications
- Document issues, resolutions, and procedures in ticketing and knowledge base systems
- Maintain IT equipment inventory and assist with asset tracking
- Escalate complex or unresolved issues to System Administrators or other IT staff as appropriate
- Provide basic training and guidance to users on technology tools and best practices

Required Knowledge, Skills, and Abilities

- Knowledge of computer hardware, operating systems (Windows and macOS), and common business applications
- Basic understanding of networking concepts (TCP/IP, Wi-Fi, VPN)
- Strong troubleshooting and problem-solving skills
- Excellent customer service and communication skills
- Ability to follow established procedures and document work clearly
- Ability to work independently and as part of a team
- Ability to interact professionally with staff across all County departments

Education and Experience

- High school diploma or GED required; associate degree in Information Technology or a related field preferred
- One to three years of experience providing technical support or help desk services
- Industry certifications (e.g., CompTIA A+, Microsoft, or similar) are desirable but not required

Working Conditions

- Work is performed primarily in an office environment with frequent travel between County facilities
- Occasional evening or weekend work may be required to support County operations

How to Apply

Interested applicants should submit a resume to jwilburn@co.madison.id.us.

Madison County is an equal opportunity employer and values the service of veterans. Hiring preference is provided to eligible veterans and eligible spouses in accordance with Idaho law.

In accordance with Idaho Code §§ 65-501–65-508, qualified veterans, disabled veterans, and eligible spouses may be entitled to a veterans' preference in public employment.

Applicants claiming veterans' preference must submit required documentation at the time of application. Failure to provide documentation may result in the preference not being applied.