



TOWN OF GROTON

173 Main Street
Groton, Massachusetts 01450-1237
Tel: (978) 448-1145
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Desktop Support Specialist

The Town of Groton IT Department is seeking qualified applicants for a 40 hour/week Desktop Support Specialist position. This position starts at \$22.20 an hour.

This position is responsible for providing day-to-day technical support for 70 users of PCs and doing routine maintenance on servers, printers, and copiers, as well as creating documentation, writing procedures and helping with record and asset tracking. The individual trains and orients staff on use of hardware and software. All other work as assigned.

This position requires:

- Minimum High School diploma / GED
- 1-2 years of related experience
- Experience troubleshooting hardware issues and replacing hardware on both desktop and laptops
- Experience installing software, patches, updates on Desktops, Laptops and Servers.
- Experience troubleshooting basic network, software and printing problems.
- Excellent customer service skills.

Desired Skills:

- Strong troubleshooting and repair experience with Windows 7, Windows 8, Windows 10 and Windows Server 2008+ including Active Directory
- Strong MS Word and Excel skills
- Web authoring experience (HTML, CSS, WordPress, DNN)
- Capable of diagnosing networking, printing, & software issues
- Understanding of best practice policies for digital back up & recovery processes
- Microsoft Exchange Server and SQL Server experience is a plus

To apply, please send cover letter and resume by mail to Human Resources Director, Town Hall, 173 Main St., Groton, MA 01450 or by email to humanresources@townofgroton.org. For questions please call 978.448.1145. Job description is available by request.

Deadline for applications: July 1, 2016

The Town of Groton is an Equal Opportunity Employer