

DES MOINES COUNTY

INFORMATION TECHNOLOGY DEPARTMENT



SUPPORT STAFF PERSONNEL

EMPLOYMENT APPLICATION PACKET

All applicants shall submit a completed Employment Application Packet and current resume to:

Des Moines County Information Technology Department
Attn: Support Staff Personnel Applications
513 N Main Street
Burlington, IA 52601

Application Deadline: 2:00pm Friday January 13, 2012

Information Technology Support Staff Job Description

| | |
|----------------------------------|---|
| Applicant Name: | |
| Department: | Information Technology Department |
| Reports to: | Des Moines County Information Technology Director |
| Salary: | Negotiated Annually after Completion of Probationary Period |
| Probationary Period: | 6 Months |
| Full Time or Part Time Position: | Full Time |
| Regular Work Hours per Week: | 37.5 Hours |
| Benefits: | Yes |
| Possible Shift Work: | Yes |
| FLSA Status: | Non-Exempt |
| Confidential Employee: | Yes |
| Supervises Others: | No |
| Position Approved By: | Des Moines County IT Director and County Board of Supervisors |

Position Summary:

The Information Technology Support Staff personnel provides front line support to the end users, performs troubleshooting, and determines and implements resolutions to various hardware and software issues as directed by the Information Technology Director.

Position Responsibilities May Include:

- Consults with departments and end users in the proper operation of desktop operating systems, software applications, and proper operation of network services
- Support the day-to-day technology operations of departments/offices
- Installation of technology applications for all County departments as necessary and as assigned by the IT Director
- Troubleshoot and determine root causes for unexpected system failures or problems that may involve hardware, software or operating systems
- Utilization of vendor support services, outside engineers, and consultants to identify problems and solutions
- Develop various plans for approval by the IT Director for performance, reliability and security of the network systems
- Assist IT Director in implementing, managing and supporting information technology projects
- Maintain various office tasks such as documenting and reviewing standard operating procedures
- Maintain basic information on the County website and internet resources
- Provide the necessary software training and support to all end-users within Des Moines County
- Ability to provide after hour maintenance and support of network systems and technology applications as assigned and pre-approved by the IT Director
- Ability to work an altered shift based on County needs and pre-assignment by the IT Director
- Ordering of software, hardware, and supplies as directed and approved by the IT Director
- Responsible for all other duties as assigned by the IT Director or County Board of Supervisors

Information Technology Support Staff Job Description

Minimum Education, Skills and Experience:

- Graduation from high school or GED plus two years of relevant experience or a combination of education, training and experience
- Knowledge of various computer technologies, software and Microsoft operating systems
- Ability to organize and manage multiple priorities and exercise independent judgment
- Must have strong customer orientation skills
- Excellent interpersonal and communication skills with other employees / departments / offices within Des Moines County
- Must be a positive representative of the IT Department and Des Moines County
- A strong team player and demonstrate a commitment to the ideas and values of Des Moines County

Physical Demands and Work Environment:

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical demands: While performing duties of this job, the employee is required to sit and/or stand for long periods of time. Must have the ability to lift, pull, push, and/or move up to 25 pounds.

Work environment: The noise level in the work environment can at times be moderate.

General sign off: *The employee is expected to adhere to the values as established by Des Moines County Board of Supervisors and represent Des Moines County in a positive, professional manner.*

*I have read and understand this job description and I can perform the duties of this position **with or without** reasonable accommodations.* **(Circle one)**

Signature: _____ **Date:** _____

EMPLOYMENT APPLICATION

Fill Out Completely. Type or Print In Ink



Des Moines County Information Technology Department
 Attn: Support Staff Personnel Applications
 513 N Main Street
 Burlington, IA 52601

| | |
|-----------------------|-----------------------------|
| Date | Email Address: If available |
| Position Applied For: | |

| | | | | |
|-----------------------|-------|--------|---------------------|---------------------|
| Name: Last | First | Middle | Social Security No. | Home Phone No. |
| Address: No. & Street | City | State | Zip Code | Message: Name/Phone |
| | | | | Cell Phone No. |

EDUCATION

Cite Specialized Training Other Than Formal Education On Reverse Side

| | | | |
|----------------------|-----------------------|---|--|
| High School | Name of School | Graduated: <input type="checkbox"/> Yes <input type="checkbox"/> No | G.E.D.: <input type="checkbox"/> Yes <input type="checkbox"/> No |
| | Address: No. & Street | City | State |
| | | Zip Code | Vocational Program |
| College | Name of College | Graduated: <input type="checkbox"/> Yes <input type="checkbox"/> No | Degree |
| | Address: No. & Street | City | State |
| | | Zip Code | Major |
| Other Schools | Name of Institution | Graduated: <input type="checkbox"/> Yes <input type="checkbox"/> No | Degree or Certificate |
| | Address: No. & Street | City | State |
| | | Zip Code | Major/Type of Program |

EMPLOYMENT HISTORY

List **ALL** Positions Held In Reserve Order, Present (or most recent) Job First

| | | | | |
|---------------------|--------------------------|-----------------------|-----------------------------------|-------|
| Present Job | Name of Employer | Type of business | | |
| | Date of Hire: Mo/Day/Yr. | Address: No. & Street | City | State |
| | | Zip Code | Company Phone No. | |
| Your Position | Nature of Duties | | | |
| Final Salary | Supervisors: Name | Title | Reason for Seeking New Employment | |
| Previous Job | Name of Employer | Type of business | | |
| | Date of Hire: Mo/Day/Yr. | Address: No. & Street | City | State |
| | | Zip Code | Company Phone No. | |
| Your Position | Nature of Duties | | | |
| Final Salary | Supervisors: Name | Title | Reason for Seeking New Employment | |
| Previous Job | Name of Employer | Type of business | | |
| | Date of Hire: Mo/Day/Yr. | Address: No. & Street | City | State |
| | | Zip Code | Company Phone No. | |
| Your Position | Nature of Duties | | | |
| Final Salary | Supervisors: Name | Title | Reason for Seeking New Employment | |

Continued On Reverse Side

| | | | | |
|---|-----------------------|------------------|-----------------------------------|----------|
| Previous Job Date of Hire: Mo/Day/Yr. | Name of Employer | Type of business | | |
| | Address: No. & Street | City | State | Zip Code |
| Your Position | Nature of Duties | | | |
| Final Salary | Supervisors: Name | Title | Reason for Seeking New Employment | |
| Previous Job Date of Hire: Mo/Day/Yr. | Name of Employer | Type of business | | |
| | Address: No. & Street | City | State | Zip Code |
| Your Position | Nature of Duties | | | |
| Final Salary | Supervisors: Name | Title | Reason for Seeking New Employment | |

OTHER INFORMATION

| | | | |
|--|--|---|---------------|
| Military | Branch | Rank | Duties |
| | Discharge: <input type="checkbox"/> Honorable <input type="checkbox"/> Other (Explain Below) | | |
| Qualifications And Skills | Describe Any Equipment Extensively Operated By You (Office, Construction, Buses, Trucks, Etc.) | | |
| | Current License: <input type="checkbox"/> Driver <input type="checkbox"/> Commercial Driver License <input type="checkbox"/> Chauffer <input type="checkbox"/> None | License Ever Suspended or Revoked? <input type="checkbox"/> Yes <input type="checkbox"/> No | |
| | No.: _____ State: _____ | Date: _____ | Reason: _____ |
| Ever Convicted of A Crime (except minor traffic violations)? <input type="checkbox"/> Yes <input type="checkbox"/> No | | Ever Collected Money or Bonded? <input type="checkbox"/> Yes <input type="checkbox"/> No | |
| Dates: _____ | Offenses: _____ | For Whom: _____ | |
| List Any Specialized Training, Certificates or Achievements: | | | |
| How did you hear about this employment opportunity? | | | |
| Do you have any relatives or friends currently employed by the County? <input type="checkbox"/> Yes (List names) <input type="checkbox"/> No | | | |
| Have you reviewed the job description or posting for the position sought? | | | |

REFERENCES

(List **Three** (Local Area Residents, If Available))

| | | |
|-------|----------|--------|
| Name: | Address: | Phone: |
| Name: | Address: | Phone: |
| Name: | Address: | Phone: |

Des Moines County, Iowa Does Not Discriminate On the Basis of Race, Color, National Origin, Sex, Sexual Orientation, Gender Identity, Religion, Age, or Disability in Employment or the Provision of Services.

I hereby certify that the answers given and statements made by me on this Employment Application are true & correct & that there are no material omissions. I authorize my present and former employers to give County officials any information regarding me or my performance and release such employers, including their representatives & their companies, from all liability from damage for providing requested information. I understand that should investigation disclose misrepresentation or falsification, I will be dismissed immediately, my application will be rejected and I will be disqualified from making future application with the County.

I understand that any employment offered by the County is "employment at will" & I may be terminated for any reason not violative of law (or a collective bargaining agreement where applicable). I understand my driving and any criminal records may be checked and I agree to submit to a pre-employment physical examination at County expense following a conditional offer of employment. I also understand that the Des Moines County, Iowa has a strict policy against illegal drug involvement by employees that can result in immediate disqualification or dismissal from employment for any such illicit activities occurring on or off the job. You may be subject to random drug testing. I also understand the County strictly enforces the Iowa Smokefree Air Act and employees violating said Act are subject to discipline, up to and including discharge.

| | | |
|--|------|------------------------|
| Read the Above Statement Carefully! | Date | Signature of Applicant |
|--|------|------------------------|

*** OPTIONAL STATISTICAL FORM ***

COUNTY OF DES MOINES, IOWA
EQUAL EMPLOYMENT AFFIRMATIVE ACTION PROGRAM
REQUEST FOR APPLICANT DATA

TO ALL APPLICANTS: Des Moines County, Iowa has an Equal Employment Affirmative Action Program in effect. Qualified applicants are considered in the hiring process without regard to race, creed, color, religion, sex, age, national origin, marital status or disability. This Program ensures affirmative action is taken to recruit minority, female and disabled individuals.

PLEASE NOTE: Completion of this form is optional and your decision to complete this form is strictly voluntary. If you choose to complete this form, it will be placed in a separate, confidential file in the Human Resources office. Any information you provide will not in any way be used against you as it does not become a part of your application form and is not available for review while your employment is under consideration. If you choose to not complete this form, it will not affect, in any way, any opportunities for employment or benefits.

PERSONAL DATA (Please print):

Name: _____ Date: _____

Position you are applying for: _____

AFFIRMATIVE ACTION RELATED DATA (Please circle appropriate answers):

Race/Ethnic Origin: African American Asian/Pacific Islander/Indian Subcontinent
Hispanic Native American/Alaskan Native
White (not of Hispanic origin) Other or combination of above

Sex: Male Female

Are you a Vietnam Era Veteran (as defined below)? Yes No

Definition: A person who served on active duty for more than 180 days, any part of which occurred between August 5, 1964 and May 7, 1975, and was discharged with other than a dishonorable discharge or was discharged or released from active duty for a service-connected disability.

Are you a Disabled Veteran (as defined below)? Yes No

Definition: A person entitled to disability compensation under regulations administered by the Dept of Veterans Affairs for a disability rated at 30% or greater, or a person whose discharge or release from active duty was for a disability incurred or aggravated in the line of duty.

Are you a person with a disability (as defined below): Yes* No

Definition: A person who has a mental or physical impairment which substantially limits one or more major life activities or who has a record of such impairment, or is regarded as having such an impairment.

***Do you need accommodation?** Yes No

(For affirmative action purposes, persons with disabilities are asked to describe any type of accommodation which you would like the County to consider to assist you in the hiring process or in the performance of your job. Use the back side of this form to describe any accommodations requested.)

IOWA VETERANS PREFERENCE POINTS DATA (Please circle appropriate answers):

(Note: Veteran information listed above will also be considered in computing preference points.)

Are you a World War II Veteran (as defined below): Yes No

Definition: A person who served on active duty at any time between December 7, 1941 and December 31, 1946 and was honorably discharged.

Are you a Korean Conflict Veteran (as defined below): Yes No

Definition: A person who served on active duty at any time between June 25, 1950 and January 31, 1955 and was honorably discharged.

Are you a Persian Gulf Conflict Veteran (as defined below): Yes No

Definition: A person who served on active duty at any time August 2, 1990 to present and was honorably discharged.

Des Moines County
Information Technology Department
513 N. Main Street
Burlington, IA 52601
Phone: 319-753-8238 Fax: 319-753-8721

WAIVER TO RELEASE INFORMATION

I, _____, do hereby waive, release, and absolve the Des Moines County Information Technology Department, Des Moines County Sheriff's Office, Des Moines County Correctional Facility, directors, agents, assignees, and other duly authorized personnel thereof, of any and all claims arising out of my participation in or the results of a criminal record check.

I FULLY UNDERSTAND THAT THIS IS A WAIVER OF LIABILITY AND SIGN SAME OF MY OWN FREE WILL.

This information is confidential and will be treated accordingly.

Legal signature

Date

Social Security Number

Date of Birth

Place of Birth

Address

Witness signature

Date