



## About the Job

San Bernardino County Public Defender is looking to fill a temporary **Public Service Employee - Technical Support** position. The ideal candidate can perform desktop user-support duties for the department's Administration Division.

This position is characterized by responsibility for desktop and network resources support activities requiring some technical knowledge, problem-solving skills, teamwork, and communication skills.

## **MINIMUM REQUIREMENTS**

### **Experience:**

Six (6) months experience using or supporting a variety of computer systems. Duties include heavy use of computer equipment, mobile devices, desktop software (spreadsheets, word processing, multi-media editing, etc.), or a variety of user desktop support tasks including diagnosing and resolving technical problems with computer workstations, mobile devices and related applications, network resources, printers and other technical equipment.

### **Education:**

Six (6) semester or nine (9) quarter units of completed Computer Science or Computer Systems college coursework.

### **Substitution:**

Microsoft office applications, typing skills, business skills, etc.) may substitute for up to six (6) months of the required experience.

***NOTE: Retail sales and food service experience is not qualifying.***

## **EXAMPLES OF DUTIES**

1. Provide technical assistance and training to users.
2. Troubleshoot departmental hardware and software problems.
3. Install, manage and support workstations, notebooks, tablets, mobile devices, printers, and other computer systems.
4. Maintain inventory of department devices, licensing, and related resources.

## **TO APPLY CONTACT:**

**San Bernardino County Public Defender  
323 W. Court Street  
San Bernardino, CA 92415  
(909) 918-2276**