

Town of Monkton

Municipal IT Support Job Description

Job Summary
The Part-Time Municipal IT Support Technician provides foundational technical assistance, hardware/software troubleshooting, and running of cybersecurity software for municipal staff.

Key Responsibilities:

- **Helpdesk & End-User Support:** Troubleshoot hardware, software, printer, phone, and network issues for town staff as needed and collaborate with the town webmaster.
- **Manage Subscriptions:** Manage antivirus and Microsoft Office suite subscriptions for town staff, Google suite services.
- **System & Data Security:** Ensure workstations have active endpoint protection, run regular updates/patches, and follow basic municipal cybersecurity best practices.

Required Qualifications & Skills:

- High school diploma or equivalent; relevant coursework, IT or IT security certifications, such as Security+, CompTIA, Microsoft, or CISSP/CISA are preferred/favored
- 1–2 years of hands-on IT/helpdesk experience preferred.
- Proficiency in Windows 10/11 and Microsoft 365 administration (Outlook, OneDrive, Teams, Word, Excel).
- Working knowledge of basic networking (WiFi, TCP/IP, routers).
- Familiarity with hardware troubleshooting (desktops, laptops, mobile devices).
- Patience and clear communication skills.
- High discretion and integrity.

Physical Requirements & Working Conditions:

- Available on-call within hours for emergencies and within 1-2 days for IT support.
- Work is performed primarily in a standard office/town hall environment.
- Must be able to occasionally lift, move, or transport computer equipment and hardware weighing up to 50 lbs.

Compensation: Annual stipend of $3000 plus on-call hourly support at $50/hour (capped at $3000 / year). Total possible compensation per year: $6000 unless otherwise approved by Selectboard upon a determination of extenuating circumstances.

How to Apply: Please email the Monkton Selectboard (selectboard@monktonvt.com) describing your skills for the position and your resume or CV.