



PUBLIC EMPLOYEES' RETIREMENT SYSTEM OF NEVADA

IT Technician III

POSITION: IT Technician III, Information Technology Division, Carson City

CONTACT: Kristina Kibbe, Personnel, 775.687.4200 ext. 294

SUMMARY:

Under limited supervision of the IT Technician VI, the IT Technician III will assist internal users with regards to the PERS website, printers, email, phones, etc.

Maintain current knowledge of technological trends and advancements in the IT field as well as security management practices, laws, policies, and ethics.

Perform related duties as assigned.

DUTIES & RESPONSIBILITIES:

The Public Employees' Retirement System (PERS) is looking for an energetic and committed IT Tech III who takes pride and ownership in their work. This position at PERS will perform as a Help Desk technician and will assist internal users with various problems, e.g., website, system, network, applications, email, printers, and phones by determining the nature of the problem and distributing work orders to the proper teams. The incumbent will be required to provide customer service in a professional manner; create and maintain specific records and documentation pertinent to PERS computer systems and programs; perform required maintenance on printers; prioritize jobs and workload based on time commitments and hardware resources; provide quality control of jobs to ensure they are executed correctly; troubleshoot and analyze problems to determine if they can be corrected by the operator or if a higher-level IT staff member must be involved; set up new user workstations, phones, and peripherals; perform recurring tasks, data uploads/downloads, backups, data restores and any additional duties as assigned.

SKILLS & ABILITIES:

General knowledge of departmental policies and procedures related to help desk support. Ability to identify and correct hardware and software problems; provide effective customer service to users; communicate effectively verbally and in writing; upgrade hardware components on the base unit; establish and maintain effective working relationships with others; and interview users to identify needs and resolve workstation and server issues.

EDUCATION & EXPERIENCE:

Graduation from high school or equivalent and four years of experience utilizing the fundamentals of typical computer systems, operating systems, applications, and peripherals, two years of which must have included IT work experience in a user support role; OR one year of relevant experience as an IT Technician II in Nevada State service; OR an equivalent combination of education and experience as described above.

SALARY AND BENEFITS:

The position is the equivalent of a Grade 30 in classified services, which has an annual salary of \$41,572.08 to \$61,011.36 (employee/employer paid retirement) based upon experience and qualifications. Benefits include paid holidays, annual leave, sick leave, and health insurance.

An explanation of the retirement options and information regarding state retirement benefits may be accessed at www.nvpers.org. A description of the current health and dental benefits provided is available at www.pebp.state.nv.us/plans/new-hire-resources. Other optional benefits are also available, including a deferred compensation program.

APPLICATION PROCESS:

The Public Employees' Retirement System of Nevada (PERS) is the public pension plan for all public employees in the State of Nevada. We are governed by the Retirement Board. Applicants may be required to have a background check and any offer of employment is conditional pending the results of the background check.

All applicants must submit a PERS Employment Application. Applicants are encouraged to submit the application as soon as possible since the position may be filled at any time. Please email the application to jobs@nvpers.org, or mail it to:

Public Employees' Retirement System of Nevada
Attn: Kristina Kibbe
693 W. Nye Lane
Carson City, NV 89703

NOTE: The Public Employees' Retirement System of Nevada is an Equal Opportunity Employer and does not discriminate based on race, creed, color, national origin, sex, sexual orientation, gender identity or expression, age, political affiliation, or disability.