



Where Life is Sweet

Technology Support Specialist I

The City of Hermiston is seeking a detail-oriented Technology Support Specialist who is highly accurate in their work and has a strong ability to follow through with assigned tasks. This entry-level role provides day-to-day technical support and assists with IT projects for the City and partner agencies.

The position follows established procedures and works under the guidance of senior IT staff. Responsibilities include supporting internal and external customers, responding to Help Desk tickets, performing basic troubleshooting and setup tasks, documenting work performed, and escalating issues when needed. The role supports system users with computer hardware, software, and common business applications.

Key Responsibilities

- Respond to Help Desk tickets and calls, triage issues, and document work.
- Provide basic troubleshooting and onsite/remote support for computers, printers, peripherals, and mobile devices.
- Install, configure, and deploy PCs, laptops, and standard applications.
- Support Microsoft 365 and user account changes, including MFA and access updates.
- Assist with onboarding/offboarding and routine account maintenance. Perform basic endpoint checks and escalate issues when needed. Support senior IT staff with assigned tasks and travel to off-site locations as required.

Ideal Candidate Profile

The ideal candidate is highly organized, detail-driven, and has some experience in technical IT work. They bring strong analytical and troubleshooting skills, a high level of accuracy, and the ability to manage multiple support requests in a fast-paced environment. They are comfortable working with automated systems and technical tools, communicating clearly with internal and external customers, and proactively identifying issues or needed corrections. Experience in municipal or public-sector technology support is a strong plus.

Interested candidates must submit a City of Hermiston Employment Application, including verifiable work experience and resume to the City of Hermiston, 180 NE 2nd Street, Hermiston, OR 97838 or via email to: hr@hermiston.gov

First review of applicants will be Friday, June 25, 2026 (This position will remain open until filled)

The City of Hermiston is an equal opportunity employer.

Benefits and Salary:

\$48,036- \$58,440/year

- Medical, Dental and Vision
- Paid Life and AD&D Insurance
- Long Term Disability
- Oregon PERS Retirement
- Deferred Compensation Plans
- HRA VEBA Contributions
- Paid Vacation and Sick Leave
- 10 Paid Holidays/2 Personal Days
- 5% Bilingual Pay Incentive

Minimum Qualifications:

- High school diploma or equivalent
- Minimum two (2) years of IT experience; certifications and training preferred
- Valid Oregon driver's license and acceptable driving record
- Employment contingent on background investigation and ability to obtain/maintain CJIS clearance

Skills and Abilities:

- Strong customer service skills
- Clear communication with non-technical users
- Basic troubleshooting and problem-solving abilities
- Ability to follow procedures and escalate issues appropriately
- Ability to work independently and as part of a team
- Ability to learn new systems and processes
- Skill in prioritizing and managing assigned tasks
- Prompt response to service needs
- Accurate and consistent documentation skills



Position Description

Technology Support Specialist I

Classification: Non-Exempt

Department: Information Technology

Grade: 32

Union: Non-union

General Statement of Responsibilities

This position provides entry level day to day technical support and assists with IT projects for the City and partner agencies. Work is performed using established procedures and direction from senior IT staff. This position works directly with customers by responding to Help Desk tickets, performing basic troubleshooting and setup tasks, documenting work performed, and escalating issues when needed. Positions in this classification provide support services to system users in the use and operation of computer systems hardware and software. Local travel using City provided vehicles is required.

Supervision Received

Works under the direction of the IT Director and under day-to-day guidance of Technology Support Specialist II or senior IT staff. Work is reviewed for quality, completeness, customer service, and adherence to procedures.

Supervision Exercised

Supervision is not typically a requirement of this position.

Examples of Duties - Essential Functions

The below list of job duties and responsibilities is not exclusive nor exhaustive. Employees in this position may perform some or all of the following tasks. Other duties may be assigned.

1. Answers the Help Desk phone, triages requests, and creates or updates tickets with clear notes.
2. Monitors assigned Help Desk tickets and follows up with users to confirm status and resolution.
3. Provides onsite and remote support for common workstation, laptop, printer, peripheral, and mobile device issues.
3. Performs basic troubleshooting using established SOPs and checklists and escalates issues when needed.

4. Installs, images, configures, and deploys PCs and laptops following standard build procedures.
5. Installs and supports standard applications per established procedures.
6. Supports Microsoft 365 user functions (Outlook, Teams, OneDrive, SharePoint).
7. Adds, modifies, and removes users and access per established procedures and approvals.
8. Assists with onboarding and offboarding tasks, including equipment setup and basic access changes.
9. Performs routine account and access maintenance tasks as assigned (groups, shared resources, permissions).
10. Supports MFA setup, resets, and common sign in issues per procedure.
11. Assists with mobile device setup and support as assigned (enrollment, email, Teams, basic connectivity).
12. Performs basic endpoint checks and remediation tasks as directed and escalates concerns.
13. Assists Technology Support Specialist II and senior IT staff with assigned work and onsite tasks.
14. Documents work performed and resolutions in the ticketing system.
15. Assist with additional tasks and responsibilities as needed to ensure smooth operations and adapt to changing priorities within the department.
16. Travel to off-site locations as needed for business purposes.

Screening Criteria

Education and Experience:

- High school diploma or equivalent;
- Minimum two (2) years IT experience, certification and training preferred; Special

Requirements/Licenses:

- Employment is contingent on successful completion of a background investigation and the ability to obtain and maintain CJIS clearance

Special Requirements/Licenses:

- A valid Oregon driver's license and proof of an acceptable driving record are required

Knowledge of: Computer concepts in hardware and software, operation and basic troubleshooting of computer equipment, and common technology tools used by the City. Ability to understand and carry out written and oral instructions, follow procedures, and document work performed.

Skills: Strong customer service orientation, ability to communicate clearly with non technical users, ability to follow procedures and escalate appropriately, basic troubleshooting skills, and ability to work in a team environment.

Ability to: Learn new systems and processes, prioritize and manage assigned tasks, respond promptly to service needs, work cooperatively with co workers, work independently and document work accurately.

Physical Demands of Position: *The physical demands listed below represent those that must be met by an incumbent to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with qualified disabilities to perform the essential functions.*

Manual dexterity and coordination are required for over half of the daily work period (about 80%) which is spent sitting while operating office equipment such as computers, keyboards, telephones, and driving; and while moving equipment and office supplies. While performing the duties of this position, the employee is frequently required to stand, walk, reach, bend, kneel, stoop, twist, crouch, climb, balance, see, talk, hear, and manipulate objects. The position requires some mobility including the ability to lift and/or move materials under 5 lbs. frequently, 5-60 lbs. rarely. This position requires both verbal and written communication abilities.

Working Conditions: *The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this position, the employee is primarily working indoors in an office environment and often drives to support multiple sites. The noise level in the work environment is usually moderate and lighting is adequate. Employee may be required to work outside of normal work hours such as evenings, early mornings, and/or weekends. Requires travel, to and from job sites within local region, and travel occasionally from two to seven days in duration, for conferences and trainings.