



**Temporary / Hourly
Administrative Technician (Information Technology)
\$30.03 - \$36.52 per hour**

THE CITY OF CARMEL-BY-THE-SEA is seeking a service-oriented, detail-focused team member for the temporary/hourly position of Administrative Technician in the IT Department. This is a temporary/hourly (at-will), non-benefitted position that will perform routine technical support duties under the direction of the supervisor for up to 20 hours per week.

This position will provide information technology support to staff in providing customer service support to our internal staff by responding to inbound IT help desk requests and providing other support such as:

- Log incoming help requests from end users via telephone, ticket system, in-person and email in a courteous and timely manner.
- Provide support for Windows and Mac desktops/laptops, printers, telephones and other IT infrastructure with a focus on customer service.
- Assist with the asset management activities and much more!

Other duties may include remote support, troubleshooting desktops, laptops, printers, VOIP phone systems and hardware devices within a structured IT enterprise environment along with assisting with contracts and agreements. The ideal candidate will be positive, detail-oriented, and use his/her problem-solving skills to fix IT issues.

To qualify, you will need a combination of experience and training that would provide the required knowledge, skills, and abilities such as three (3) years of varied technical support experience. College-level coursework or technical training or certification is highly desirable.

To be considered, please submit an on-line application at <https://www.calopps.org/carmel-by-the-sea/job-19899327> as soon as possible as this position is open until filled. Applications will be screened in relation to the criteria indicated in this announcement. Applicants who meet the minimum qualifications and whose qualifications most closely align with those needed will be invited to interview.

Carmel-by-the-Sea is an equal employment opportunity employer and encourages all qualified individuals to submit an application for this opportunity. The information contained within this announcement may be modified or revoked without notice and does not constitute either an expressed or implied contract.

Location: City Hall, City of Carmel-by-the-Sea, 93921

Recruitment Contact: Jane Wilson

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