

INFORMATION TECHNOLOGY SPECIALIST I

Services Division

DEFINITION

Under supervision, participate as a member of the Services Division responsible for providing end-user support on core technology systems and infrastructure involving the installation and troubleshooting of desktop and laptop hardware, software, operating systems, printers and peripherals, networks and network-attached devices. May be asked to participate in projects, and performs other work as assigned.

DISTINGUISHING CHARACTERISTICS

This is an entry level position in the Information Technology Specialist series, which provides support for agency computers, networks and phone systems. Incumbents provide routine support services under limited supervision and less routine tasks alongside more senior staff. Verbal communication and presentation skills, ability to manage time effectively, and willingness to engage customer service all important. Errors in judgement or action minimally impact functional operations of agency staff.

REPORTS TO

Information Technology Specialist III (functionally only)
Business Operations Manager
Information Technology Director

CLASSIFICATIONS DIRECTLY SUPERVISED

None.

EXAMPLES OF DUTIES

Duties include but are not limited to the following:

- Provides technical support on hardware and software used by agency personnel.
- Assists in analyzing problems and recommending corrective action to those problems as necessary.
- Participates in on-boarding and off-boarding of users in the agency technology systems.
- Occasionally assists with supporting critical infrastructure systems including those with sensitive data requiring the maintenance of confidentiality.
- Performs installation and basic support of hardware and software using agency standard methods. Transports related equipment as necessary.
- Assists with procurement of hardware and software according to agency specifications.
- Assists with the maintenance of accurate records and documentation for County technology systems.
- Monitors system functions and participates in basic maintenance tasks.
- Attends trainings, seminars and user conferences to gain subject area knowledge.
- Performs other duties as assigned.

QUALIFICATIONS

Thorough knowledge of:

- Basic methods and techniques used in the installation and support of personal computer hardware.
- Commonly used operating systems, software applications and hardware.

Working knowledge of:

- Commonly used desktop applications and their uses.

Some knowledge of:

- Networking, telephony, and video communication.
- Problem analysis techniques.
- Purchasing processes and procurement standards.
- Microsoft Active Directory and user management in an Enterprise environment.

Ability and willingness to:

- Install, upgrade, and maintain desktop hardware and software.
- Learn new software applications and proficiency in order to provide end-user support.
- Maintain accurate documentation on the implementation and maintenance of computing systems.
- Coordinate and provide training for County Staff.
- Communicate effectively, both orally and in writing, occasionally giving presentations.
- Accurately gather and organize data and make basic technology recommendations.
- Attend trainings, seminars and user conferences in order to gain an understanding of current and emerging technologies.
- Work cooperatively and in a team environment.
- Serve as a Disaster Service Worker during certain emergency operations.
- Be service oriented, effectively represent the County's Information Technology Department, and inspire others to think creatively for the good of the County.
- Maintain confidentiality.

TRAINING AND EXPERIENCE:

Any combination of training and experience which would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities might be:

A Bachelor's degree from an accredited college or university in a computer related field and one (1) year of experience performing both technical support and training;

OR

Two (2) years of experience performing Tier 1 technical support and training for a similar organization.

TYPICAL PHYSICAL REQUIREMENTS

Sit for extended periods; frequently stand, walk, stoop, kneel, and crouch; physical ability to lift and carry objects weighing up to 50 pounds on an occasional basis and in excess of 50 pounds with assistance; normal manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; excellent verbal

communication; use of office equipment.

TYPICAL WORKING CONDITIONS

Work is performed in an office; occasionally works outside; exposure to electrical energy and dust; frequent contact with staff and the public.

SPECIAL REQUIREMENTS:

- Satisfactory completion of a Department of Justice background investigation.
- Possession of a valid driver's license and occasional need to drive in excess of 100mi./day.
- May be asked to work other than a normal 8:00 AM to 5:00 PM shift.

This job specification should not be construed to imply that these requirements are the exclusive standards of the position. Not all duties are necessarily performed by each incumbent. Additionally, incumbents will be required to follow instructions and to perform other job related duties as may be required.

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Salary Range 75