

IT Tech I IT User Support Technician

GENERAL STATEMENT OF DUTIES: Performs technical tasks that encompass the installation, administration, maintenance, documentation, and optimization of technology devices and software for users and departments. Ensures the physical security, integrity, and safety of all technology solutions. Performs the installation, monitoring, maintenance, support, and optimization of all hardware, software, and communication links. Works under the supervision of the Chief Information Officer or designated staff member.

STATEMENT OF TASKS:

Answers Help Desk line and interfaces with County IT consumers;
Receive, review, research, and resolve all assigned incidents and service requests;
Ensure all incident and service request documentation is created, updated, and complete;
Configures, documents, deploys and maintains end user computing devices and peripherals including the installation and support of department level application software;
Supports security solutions and ensures security policy compliance for all supported systems;
Responsible to create, document, test, and maintain department specific installation packages and instructions for assigned department applications;
Monitor the operation and performance of department specific equipment and applications including the investigation and resolution of issues;
Ensure the thorough investigation and documentation of all issues that require escalation;
Provide documentation and training for department personnel, customers, vendors, management, and others as necessary;
Communicate consistently and effectively with supervision and ensure awareness of status, problems, and issues;
Attend training (computer based, seminars, conferences, trade shows, or other ongoing education) to improve skill levels and achieve certifications as required, to maintain currency with new and emerging technologies and trends in IT;
Follow all County and department policies and procedures.

The class specification above is intended to be sufficient to identify the class and be illustrative of the many duties that may be assigned. It should not be interpreted to describe all of the duties an employee assigned to this class may be required to perform.

REQUIRED KNOWLEDGE SKILLS AND ABILITIES:

Highly self-motivated and directed;
Ability to work in and remain professional in a high stress environment;
Demonstrated understanding of IT customer service;
Demonstrated ability to support and configure personal computers (desktop, laptop, tablet), mobile devices, printers, scanners, phones, and other peripheral devices;
Demonstrated ability to support conference room technologies including conference phones, video displays, projectors, and related equipment;
Knowledge and experience in the installation, support, and maintenance of the Windows 10 Operating System;

REQUIRED KNOWLEDGE SKILLS AND ABILITIES (Continued):

Knowledge and experience in the installation, support, and maintenance of the Microsoft Office 365 applications and tools;
Knowledge and experience with IT Helpdesk Systems;
Knowledge and configuration of Desktop Management Solutions;
Knowledge and configuration of IT Security best practices;
Ability to conduct research across a wide range of computing issues;
Ability to analyze design and architect appropriate technology solutions;
Passion for continuous learning and professional improvement.

MINIMUM QUALIFICATIONS

At least one of the following:

Sixty (60) semester hours with at least 20 semester hours in the field of computer science, information sciences, or a related field, and; Three (3) years current IT work experience, with at least one year supporting specific systems currently in use

-OR-

Five (5) years current IT work experience, with at least one year supporting specific systems currently in use

-AND-

Possess and maintain Comptia A+ or Microsoft certification

SPECIAL REQUIREMENTS: Certifications and other job-related trainings will be required and will change from time to time as determined by the CIO.



Human Resources Director

Established: July 24, 2019
Revised: January 13, 2021
Revised: February 22, 2021