

IT Technician II

GENERAL STATEMENT OF DUTIES: Working under the general supervision of the Systems Engineer, IT Systems Manager and IT Director/CIO, perform technical tasks that encompass system support for the county network including the county's intranet/internet, voice and data communications systems, or other specialized technologies, and associated peripherals and infrastructure. Participates in the system design, installation, monitoring, maintenance, support, and optimization of all hardware, software, and communication links. Assists with and coordinates varying research/implementation projects and ensures proper documentation.

STATEMENT OF TASKS:

- Receive, review, and implement requests from the System Engineer, IT Systems Manager, or CIO;
- Assist with designing, deploying, and maintaining server hosts, storage systems, virtual machines, related hardware, networks, and peripherals;
- Assist with implementation and maintain security solutions, including firewall, and anti-virus, on all supported system;
- Assist with creating and maintaining documentation as it relates to configuration, processes, system changes, service records and security configuration;
- Assist with managing equipment including: servers, printers, network infrastructure (routers, switches, firewalls, cabling,) and backup systems and their associated operating systems and software;
- Assist with monitoring the operation and performance of managed systems and troubleshoot and resolve problem areas as needed including but not limited to upgrades and patches;
- Assist with providing training and written documentation for support personnel, internal/external customers, management, etc.;
- Assist in research on relevant technology products, services protocols, and standards to remain abreast of developments in the networking industry;
- Coordinate work of IT Technician I and PC Technicians as needed to complete tasks as assigned;
- Attend training (seminars, conferences, trade shows, or other ongoing education) to ensure minimum skill levels and certifications (or equivalent) in all applicable technologies, and to ensure familiarity with new and emerging technologies and trends in supported systems.
- Ensure consistent documentation, training and certification on systems, processes and procedures.

The statement of tasks 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 with solid leadership skills;
- Ability to conduct research across a wide range of computing issues;

Knowledge of and ability to analyze, design, and implement effective technology solutions in accordance with accepted practice;
Ability to remain professional in high stress environment;
Ability to work closely with internal and external clients to ensure a thorough understanding of the user business needs and operational requirements;
Ability to develop, implement and maintain strategies that will ensure a reliable and secure production environment.

MINIMUM QUALIFICATIONS (Must meet at least one each of A and B):

- A. At least one of the following:
 - a. Associate degree (Bachelor's preferred) in the field of computer science, information sciences, or a related field, or;
 - b. Three (3) years IT work experience within the last five (5) years, with at least one year supporting specific systems currently in use
- B. Minimum Certification
 - a. Possess and maintain Advanced level Microsoft certification, or
 - b. Possess equivalent manufacturer or third-party certification supporting, configuring, and administering other major technologies in use as determined by the department head*.

Candidates possessing OnBase Administrator or Workflow Certifications, or with documented experienced with OnBase or similar Enterprise Content Management (ECM) are encouraged to apply.


Human Resources Director

Established: July 24, 2012
Revised: June 20, 2013
October 23, 2014
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