



IT Specialist
Information Technology

Position # : ITD 907
FLSA: Non-Exempt
Grade: 19

JOB SUMMARY

This position performs technical duties in support of the county's information technology systems, desktop applications, the county's website, and other media outlets.

MAJOR DUTIES

Provides help desk, desktop software, and printer support to County employees; administers user accounts and access privilege; serves as point-of-contact for County employee for IT support; resets passwords; updates help desk tickets; answers help desk telephone.

Provides training to new employees on the County's desktop and phone systems; provides training and support to employees on the Microsoft Office Suite and other desktop applications such as Adobe Acrobat and Visio; designs, develops, revises, and prepares training material.

Maintains the County's website home page, main landing pages, and modules; posts news, alerts, and events; creates web forms; evaluates internet related technology and modules to determine applicability to County initiatives and projects; obtains and maintains performance statistics using site analysis tools.

Serves as website coordinator; provides support, training, and consulting to County departments, divisions and offices on their web pages.

Analyzes, designs, develops, and supports page and site design for Internet and Intranet environments using HTML and Internet and Intranet development tools; maintains knowledge of Internet software applications and modules.

Prepares and/or processes a variety of documentation such as web reports, training materials, training lesson plans, and Information Technology and web newsletters.

Maintains copiers, printers, fax machines, scanners, plotters and other peripherals; provides support to County employees, manages vendor contracts and orders supplies for peripherals.

Uses a variety of computer software such as AD User Computers, Web site administration tools, Adobe Pro, Microsoft Office Suite, etc.

Interacts and communicates with various groups and individuals including Information Technology Director, County Administrator, County Board of Supervisors, Information Technology staff, County users, and the general public.

Provides backup support to other department staff as assigned.

Performs general administrative/office duties as required, including typing reports and correspondence, entering and retrieving computer data, copying and filing documents, sending and receiving faxes, answering the telephone, establishing and maintaining filing systems, etc.

Performs other duties as assigned.

KNOWLEDGE REQUIRED BY THE POSITION

- Knowledge of software installation and maintenance.
- Knowledge of Microsoft Office Suite applications
- Knowledge of website design and maintenance
- Knowledge of the installation, maintenance and repair of a variety of peripheral devices.
- Skill in troubleshooting and problem solving.
- Skill in prioritizing and planning.
- Skill in interpersonal relations.
- Skill in oral and written communication.

SUPERVISORY CONTROLS

The Information Technology Director assigns work in terms of general instructions. The supervisor spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the final results.

GUIDELINES

Guidelines include department and county policies and procedures. These guidelines required judgment, selection, and interpretation in application.

COMPLEXITY/SCOPE OF WORK

- The work consists of related communication, training, and technical duties. Frequent changes to industry standards contribute to the complexity of the position.
- The purpose of this position is to perform communication, training, and technical duties in support of the county's information technology functions. Successful performance helps ensure the efficiency and effectiveness of county operations.

CONTACTS

- Contacts are typically with coworkers, vendors, contractors, and the general public.
- Contacts are typically to exchange information, resolve problems, and provide services.

PHYSICAL DEMANDS/ WORK ENVIRONMENT

- The work is typically performed while sitting at a desk or table or while intermittently sitting, standing, or stooping. The employee occasionally lifts light and heavy objects, and distinguishes between shades of color.
- The work is typically performed in an office.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY

None.

MINIMUM QUALIFICATIONS

- Knowledge and level of competency commonly associated with the completion of a baccalaureate degree in a course of study related to the occupational field.
- Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with the completion of an apprenticeship/internship or having had a similar position for one to two years.