

GREEN LAKE COUNTY JOB DESCRIPTION

TITLE: INFORMATION TECHNOLOGY SUPPORT SPECIALIST

DEPARTMENT: INFORMATION TECHNOLOGY DEPARTMENT

LOCATION: GOVERNMENT CENTER

SUPERVISOR: INFORMATION TECHNOLOGY DIRECTOR

SUMMARY:

Provides technical support to users of County Information Technology (IT) systems. Responsible for maintaining and improving IT resources and their usage by County personnel. Performs a variety of clerical, typing, filing and accounting tasks associated with the work of the Information Technology Department.

DUTIES AND RESPONSIBILITIES:

- Assists departments with hardware and software necessary for their day-to-day operations.
- Provide computer training and guidance for County personnel.
- Monitor helpdesk calls to ensure timely response to priority problems.
- Maintain and monitor backup hardware, software, and off-site storage.
- Design, implement, and maintain County Internet and Intranet web sites.
- Prepares meeting agendas, notices of committee meetings, and notifies media of public announcements.
- Troubleshoot and assist in the resolution of IT-related issues.
- Install and configure PC's with standard operating system and desktop software.
- Responsible for maintaining and troubleshooting the County's IT communication systems.
- Serves as Administrative Assistant to the IT Director.
- Assists in the preparation of the annual budget and purchasing.
- Establishes and maintains departmental paper and electronic filing system.
- Attends and participates in meetings, training sessions and workshops as requested by the Director.
- Works with outside contractors and vendors on IT related issues.
- Provide basic guidance and direction for interns/students working for the department.
- Other duties as established by the Director.

SKILLS AND ABILITIES:

- Work experience in a mixed Windows and UNIX business environment preferred.
- Basic everyday living skills.
- Ability to type, do accurate accounting and understand computer operations.
- Ability to work cooperatively with other staff members and the general public.
- Must have the ability to take the initiative and be a self- starter including being able to work with little or no direct supervision
- Must be tactful, courteous, helpful and friendly.
- The ability to handle confidential information in a professional manner.
- A skilled problem solver regarding both technical and non-technical issues.
- Skill in the use of office automation equipment, or similar machines necessary to perform essential functions. Use of common powered and manual hand tools for repair and installation of computer hardware are also necessary.

QUALIFICATIONS:

EDUCATION: A two year Associates degree from an accredited college or technical/vocational school in Computer Information Systems or related field.

EXPERIENCE / JOB KNOWLEDGE: Comparable work experience can be substituted for some education. In-depth technical knowledge of computing hardware, software, and desktop operating systems.

WORKING CONDITIONS:

PHYSICAL DEMANDS: Over 75% of the time is spent sitting, hearing, using near vision, and low and medium fingering for typing. About 15% of the time may be spent talking, walking, reaching, and low handling, i.e. picking up files, etc. 10% of the time may be spent standing, stooping, climbing, low lifting and carrying, and low pushing/pulling. In unusual situations, kneeling, crouching, bending, twisting, reaching, feeling, low handling, high fingering, and medium lifting, carrying and pushing required.

ENVIRONMENTAL DEMANDS: Normal office working conditions with frequent exposure to cool temperatures, risk of electrical shock, and noise in equipment rooms. The noise level in the work environment is usually low to moderate. In order to support and maintain the computer systems for the Sheriff's Office and Jail the employee occasionally works in areas with high security measures in place.

This is a public service position, and employee is required to be courteous, cooperative and respectful at all times with the public and clients; also establishes and maintains a courteous and cooperative and respectful working relationship with other employees, supervisors and public officials.

This position description has been prepared to assist in defining job responsibilities, physical demands, working conditions and needed skills. It is not intended as a complete list of job duties, responsibilities and/or essential functions. This description is not intended to limit or modify the rights of any supervisor to assign, direct, and control the work of employees under supervision. The county retains and reserves any and all rights to change, modify, amend, add to or delete from, any section of this document as it deems, in its' judgment, to be proper.