POSITION DESCRIPTION
IT SUPPORT SPECIALIST

Position: IT Support Specialist  Location: Courthouse – Pine City
Union: Non-Union                 FSLA Status: Non-Exempt

POSITION OBJECTIVE:
Provides technical maintenance support for PCs, laptops, printers and other office equipment. Assists in the operation, maintenance, and refinement of the County's information systems. Works with employees and vendors on a variety of software and hardware support needs. Ensures performance of these tasks is conducted in a pleasant, courteous and professional manner.

ESSENTIAL DUTIES AND RESPONSIBILITIES:
- Provides technical maintenance support for the County equipment.
- Provides information and acts as first line of support for personal computer, printing and network issues as directed by department supervisor.
- Installs hardware, loads software, and prepares user devices for users.
- Assists users with applications by providing excellent customer service.
- Assists other IT staff to provide technical assistance and troubleshooting to address specific system needs and hardware and software problems.
- Assists IT staff in management of the network including: the development, documentation and maintenance of procedures; setting up passwords and managing security features; managing disk space usage; and other network maintenance.
- Present information and training to employees in formal and informal teams.

MINIMUM QUALIFICATIONS:
Associate's Degree in computer science, information systems or other related technical field preferred, two years experience, or equivalent combination of education and experience. Must be able to provide excellent customer service and work with minimal supervision.

PINE COUNTY PERSONNEL SYSTEM

CLASSIFICATION: IT Support Specialist
PAY GRADE: Grade 7 ($20.74 - $26.96/hr)
RATING METHOD: The selection process will include a formal interview and may include testing and/or other methods of selection.

Pine County is an Equal Opportunity Employer