

IT Support Specialist Sr.

Dept/Div: Administration
Exempt

FLSA Status: Non-

General Definition of Work

Performs difficult skilled technical work managing and maintaining County infrastructure including servers, telephone system, computers, network, IBM I series, and software, and related work as apparent or assigned. Work is performed under the limited supervision of the IT Manager.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Essential Functions

- Manages and maintains computer systems and Windows Servers, Exchange and Linux environments.
- Manages and maintains IBM I series server hardware and software.
- Manages County backup and disaster recovery software and tests regularly.
- Manages and maintains County wireless system in all buildings.
- Manages and maintains HP Procurve switch infrastructure and fiber connections between all County buildings.
- Manages and updates mobile computers in Sheriff Deputy cars including hardware repairs and software updates.
- Manages and maintains VMware Virtual Infrastructure; provides 24/7/365 technical support to County network infrastructure.
- Manages and maintains GIS data and server including nightly export to Vendors; manages County web filters;
- manages County antivirus system; manages and maintains door access control software and hardware.

Knowledge, Skills and Abilities

Thorough knowledge of personal computers and software applications; thorough knowledge of TCP/IP networking principals and troubleshooting; general knowledge of network applications, operating systems, programming, and applications; general knowledge of modern office procedures, methods, techniques and equipment; general knowledge of the operations, characteristics and requirements of a computer configuration; skill in the use of personal computers, related software applications, hardware and peripheral equipment; ability to troubleshoot and resolve user and system problems; ability to train others in computer hardware and software applications; ability to communicate effectively orally and in written form; ability to establish and maintain effective working relationship with associates and vendors.

Education and Experience

Associates/Technical degree with coursework in network administration, or related field and moderate experience managing enterprise networks, or equivalent combination of education and experience.

Physical Requirements

This work requires the occasional exertion of up to 50 pounds of force; work occasionally requires standing, walking, sitting, speaking or hearing, using hands to finger, handle or feel, climbing or balancing, stooping, kneeling, crouching or crawling, reaching with hands and arms, pushing or pulling, lifting and repetitive motions;

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work requires close vision, distance vision, ability to adjust focus, color perception and peripheral vision; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data, visual inspection involving small defects and/or small parts, using of measuring devices, operating motor vehicles or equipment and observing general surroundings and activities; work occasionally requires working in high, precarious places, exposure to outdoor weather conditions and exposure to the risk of electrical shock; work is generally in a moderately noisy location (e.g. business office, light traffic).

Special Requirements

CCNA, Cisco Certified Networking Associate

CJIS, Criminal Justice Information Systems security awareness certification within six months

Valid driver's license.