IT Support Specialist

Dept/Div: *Administration*   FLSA Status: *Non-Exempt*

General Definition of Work

Performs intermediate technical work assisting end users; repairing, upgrading and maintaining County-wide computer systems; interacting with operating systems and network infrastructure, and related work as apparent or assigned. Work is performed under the moderate 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

- Maintains County Backup Solution and Procedure; maintains County's Disaster Recovery Plan.
- Assists end users with all computer issues.
- Documents technical support issues and maintenance procedures.
- Assists with Helpdesk problem resolutions for end users.
- Trains staff on software and related IT issues.
- Install and configures network printers; installs and tests new hard and software.
- Troubleshoots network, PC, LAN/WAN issues in a wireless environment; provides 24/7/365 technical support to County network infrastructure.

Knowledge, Skills and Abilities

General knowledge of County and department policies, practices and procedures; thorough knowledge of County Policy for Electronic Communication Resources; thorough knowledge of Helpdesk reports and tracking system; thorough knowledge of Microsoft Access inventory database; comprehensive knowledge of Microsoft Word, Excel and Outlook; ability to operate 2-wheel hand truck; thorough knowledge of servers, standard computer hard and software, department specific software, printers, projectors, voice of IP phone system and mobile devices; ability to make arithmetic computations.

Education and Experience

Associates/Technical degree in computer science, or related field and moderate experience in working the computer/technology field, or equivalent combination of education and experience.

Physical Requirements

This work requires the frequent exertion of up to 10 pounds of force and 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; work requires close vision, distance vision, ability to adjust focus and depth perception; 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, assembly or fabrication of parts within arms' length, 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

Valid driver's license.