POSITION DESCRIPTION	Position #:
Class Title: Information Technology Support Specialist	Range: 2080-12
Department: Information Technology	Location: Courthouse	Date:

GENERAL POSITION DESCRIPTION:

The IT Support Specialist will support and maintain in-house computer desktops, laptops and peripherals. This position assists users with the technology resources necessary to perform their business tasks, which includes but is not limited to Windows Operating System, MS Office Products, PC's, printers, Cisco phone system, and mobile electronic devices; support and maintain in-house computer desktops, laptops and peripherals. This includes new user setup, installing, diagnosing, repairing, maintaining, and upgrading all hardware and equipment, while ensuring optimal workstation and network performance. This position helps research and solve high-level issues. The person will also be trained as backup to the Admin Asst. and Network Tech. Considerable independent judgment and discretion are required in dealing with unusual circumstances as well as confidential personnel matters The individual will troubleshoot problem areas in a timely and accurate fashion, and provide end-user training and assistance where required. Under supervision of the IT Director, however the vast amount of functions are performed independently.

EXAMPLES OF IT SUPPORT SPECIALISTS DUTIES: (Illustrative only)

- Assist in developing long-term strategies and capacity planning for meeting future computer hardware needs.
- Support development and implementation of new computer projects and new hardware installations.
- Aid in the development of business continuity and disaster recovery plans, maintain current knowledge of plan executables, and respond to crises in accordance with business continuity and disaster recovery plans.
- Conduct research on computer products in support of PC procurement and development efforts.
- Evaluate and recommend hardware products for purchase.
- Recommend, schedule, and perform PC, hardware and peripheral equipment improvements, upgrades, and repairs.
- Maintain county website: support department changes, monitor ADA compliance
- Provide training and support to, end users and staff on computer operation and other issues.
- Install, configure, test, maintain, monitor, and troubleshoot end-user workstation hardware, networked peripheral devices, and networking hardware products.
- Perform on-site analysis, diagnosis, and resolution of complex PC problems for a variety of end users, and recommend and implement corrective hardware solutions, including off-site repair as needed.
- Oversee third-party support and PC equipment vendors
- Document and Maintain lists of licenses and renewal dates

- Install, configure, test, maintain, monitor, and troubleshoot end-user workstation hardware, software, networked peripheral devices, cabling, and networking hardware and software products.
- Maintain servers, including e-mail, print and backup servers and their associated operating systems, software and security.
- Receive and respond to incoming calls, pages, and/or e-mails regarding network connectivity problems.
- Perform system backups and recovery.
- Backup to Admin Asst. Duties i.e. Invoicing, Agenda & Minutes
- Be trained as Backup for Network Technician
- Other duties as assigned by IT Director

MANDATORY TRAINING & EXPERIENCE:

Bachelor's degree in computer science or related field supplemented by at least 1 year years of related experience or;

Associate degree from an accredited college or junior college in computer or electronics technology supplemented by two years of PC networking and data communication experience and;

Any substantial and direct combination of training and experience equivalent to Windows Operating Systems and Network experience using personal computers is highly desirable.

KNOWLEDGE & ABILITIES:

- Active Directory and Group Policy
- Technical knowledge of network protocols, PC hardware and software.
- Hands-on hardware troubleshooting experience.
- Working technical knowledge of windows operating systems, and standards.
- Ability to operate tools, components, and peripheral accessories.
- Able to read and understand technical manuals, and procedural documentation.
- Ability to conduct research into PC issues and products as required.
- Working technical knowledge of current network hardware, protocols, and standards.
- Understanding of the organization's goals and objectives.
- Knowledge of applicable data privacy practices and laws.
- Strong written and oral communication skills.
- Ability to conduct research for troubleshooting issues
- Ability to present ideas in user-friendly language.
- Self motivated and directed.
- Analytical and problem-solving abilities.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.

ADDITIONAL DESIRED SKILLS:
- Industry certifications: A+, Network +, Microsoft, or Google is a plus
- Web Design
- SQL DB Administrator Experience
- Scripting
- Programming
- VMWare

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed in an office settings. Hand-eye coordination is necessary to operate instruments, equipment, computers, and various other pieces of office equipment.

While performing the duties of this job, the employee may frequently be required to stand; walk; use hands to finger, handle, feel, or operate objects, tools, or controls; and reach with hands and arms. The employee may regularly be required to sit; climb or balance; stoop; kneel, crouch, or crawl; talk or hear; and smell.

The employee must occasionally lift and/or move up to 50 pounds or more.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

SPECIAL REQUIREMENTS:

Must agree to and successfully pass a criminal background check for Law Enforcement security clearance.

Must possess a valid State of Wisconsin driver's license or have the ability to obtain; Must be physically capable of moving around office equipment.

Persons in this position will be privy to information, which is confidential or sensitive in nature and will use considerable independent judgment and discretion pertaining to disclosing of this information.

Emergency services provided by the county require 24x7 support and the employee will be required to be available for regularly scheduled, rotational periods for OnCall. In addition, in the event the Emergency Operations Center is required the employee will be expected to report and provide services as needed.

<u>TOOLS AND EQUIPMENT USED</u>:

Personal computers, including word processing, spreadsheet, database, and standard equipment of a data processing office, including photocopiers, motor vehicle; telephone; voice mail, cellular phone.

<u>WORK ENVIRONMENT</u>:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee may frequently travel between buildings.

The employee occasionally works in precarious places; exposed to wet and/or humid conditions, fumes, or airborne particles; near risk of electrical shock, and vibration.

The noise level in the office work environment is usually quiet to moderate and occasionally loud.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description is subject to change by the employer as the needs of the employer and requirements of the job change.