

INFORMATION TECHNOLOGY SPECIALIST II

Services Division

DEFINITION

Under general supervision, to serve as a member of the Services Division responsible for providing end-user support and training on core technology systems and infrastructure involving the installation and troubleshooting of desktop and laptop hardware, software, operating systems, printers and peripherals, networks and network-attached devices. Will participate in projects, and perform other work as assigned.

DISTINGUISHING CHARACTERISTICS

This is a mid-range working level in the Information Technology Specialist series, which provides support for agency computers, networks and phone systems. Incumbents provide a variety of support services and implementation of complex systems and technologies. Skilled verbal communication and presentation skills are requisite, as is the ability to effectively manage time, and provide exceptional customer service. Errors may result in loss of customer/user time and/or data, substantial impact on department image, and/or exposure to compliance.

REPORTS TO

Information Technology Specialist III (functionally only)
Business Operations Manager
Information Technology Director

CLASSIFICATIONS DIRECTLY SUPERVISED

None, though mentorship of the Specialist I & IT Technician classification may be requested.

EXAMPLES OF DUTIES

Duties include but are not limited to the following:

- Provides advanced level technical support on hardware and software used by agency personnel.
- Acts as a technical resource and mentor for other IT Specialist staff.
- Oversees on-boarding and off-boarding of users in the agency technology systems.
- Analyzes problems and recommends corrective action to those problems as necessary.
- Assists with supporting critical infrastructure systems including those with sensitive data requiring the maintenance of confidentiality.
- Oversees and participates in the installation and basic support of hardware and software using agency standard methods. Transports related equipment as necessary.
- Oversees and assists with procurement of hardware and software according to agency specifications.
- Ensures the maintenance of accurate records and documentation for County technology systems.
- Monitors system functions and participates in maintenance tasks.
- Attends trainings, seminars and user conferences in order to gain knowledge and experience with an eye for current and future technologies which can improve productivity.
- Perform other duties as assigned.

QUALIFICATIONS

Thorough knowledge of:

- Commonly and/or locally used operating systems, software applications and hardware.
- The methods and techniques used in the installation, configuration, support and troubleshooting of relevant operating systems, software applications, hardware and peripherals.

Working knowledge of:

- Microsoft Active Directory and user management in an Enterprise environment.
- Network concepts and administration.
- Telephony and video communication.
- Purchasing processes and procurement standards.

Some knowledge of:

- Problem analysis techniques.
- Principles, practices, and methods of Project Management.
- Database systems.

Ability and willingness to:

- Develop innovative solutions to meet customer's needs.
- Independently install, upgrade, and maintain desktop hardware and software.
- Ensure accurate documentation on the implementation and maintenance of computing systems.
- Accurately gather and organize data to make recommendations pertaining to technology solutions that includes accurate budget information.
- Oversee and provide training for agency Staff.
- Interpret hardware and software specifications.
- Make group presentations.
- Maintain a high level of education and knowledge of current and future technologies.
- Attend trainings, seminars, and user conferences in order to expand knowledge and understanding of current and emerging technologies.
- Work cooperatively and foster a team environment.
- Serve as a Disaster Service Worker during certain emergency operations.
- Be service oriented, effectively represent the County's Information Technology Department, and inspire others to think creatively for the good of the County.
- Establish and maintain cooperative working relationships.
- Maintain confidentiality.

TRAINING AND EXPERIENCE:

Any combination of training and experience which would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities might be:

A Bachelor's degree from an accredited college or university in a computer related field and two (2) years of experience performing both technical support and training;

OR

Three (3) years of experience performing Tier 1 technical support and training for a similar organization.

TYPICAL PHYSICAL REQUIREMENTS

Sit for extended periods; frequently stand, walk, stoop, kneel, and crouch; physical ability to lift and carry objects weighing up to 50 pounds on an occasional basis and in excess of 50 pounds with assistance; normal manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; excellent verbal communication; use of office equipment.

TYPICAL WORKING CONDITIONS

Work is performed in an office; occasionally works outside; exposure to electrical energy and dust; frequent contact with staff and the public.

SPECIAL REQUIREMENTS:

- Satisfactory completion of a Department of Justice background investigation.
- Possession of a valid driver's license and occasional need to drive in excess of 100mi./day.
- May be asked to work other than a normal 8:00 AM to 5:00 PM shift including On-Call/After-Hours emergency support.

This job specification should not be construed to imply that these requirements are the exclusive standards of the position. Not all duties are necessarily performed by each incumbent. Additionally, incumbents will be required to follow instructions and to perform other job related duties as may be required.

Created : July, 1999
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Salary Range 77