INFORMATION TECHNOLOGY SPECIALIST III
Services Division

DEFINITION
Under direction, to serve as a senior member of the Services Division responsible for providing comprehensive end-user support and training on core technology systems and infrastructure involving the design, configuration, installation, and troubleshooting of desktop and laptop hardware, software, operating systems, printers and peripherals, networks and network-attached devices. Serves as a project leader on and provides support, work direction, coordination, and scheduling of other support staff. Performs other work as assigned.

DISTINGUISHING CHARACTERISTICS
This is the Team Lead and advanced working level in the Information Technology Specialist series, which provide support for County computers, networks and phone systems. Incumbents use advanced leadership and technical skills to provide a variety of support services and lead implementations of complex systems and technologies. Excellent verbal communication and presentation skills are requisite, as is the ability to plan, effectively manage time, and organize a team around projects. Errors in judgement regarding business or technical decisions may result in significant exposure to the organization.

REPORTS TO
Business Operations Manager
Information Technology Director

CLASSIFICATIONS DIRECTLY SUPERVISED
May provide lead direction and/or training, scheduling, and basic supervision for the IT Specialist Series.

EXAMPLES OF DUTIES
Duties include but are not limited to the following:
- Provides expert level technical support on hardware and software used by agency personnel.
- Plans, determines requirements, tests, maintains, enhances, and participates in the design and implementation of complex computer systems.
- Ensures security compliance with agency policies, contracts, and partnerships, in a manner that reflects industry standards.
- Coordinates with vendors and department representatives to effectively utilize technology.
- Acts as a technical resource and mentor for other IT Specialist staff with functional supervision duties.
- Directly supports critical infrastructure systems including those with sensitive data requiring the maintenance of confidentiality.
- Leads efforts in problem analysis and recommending corrective action to those problems as necessary.
- Acts as project leader to analyze, design, configure, install, and manage complex systems and applications.
- Oversees documentation, and ensures accuracy and completeness for agency technology systems.
- Assists with the development and evaluation of agency standards, procedures, and policies.
- Manages the purchasing of hardware and software.

- Attends trainings, seminars and user conferences to expand experience and knowledge with an eye for current and future technologies which can improve productivity.
- Performs other related duties as assigned.

QUALIFICATIONS

Thorough knowledge of:
- The methods and techniques used in the installation, configuration, support and troubleshooting of relevant operating systems, software applications, hardware and peripherals.
- Purchasing processes and procurement standards.
- Commonly and/or locally used operating systems, software applications and hardware.

Working knowledge of:
- Network concepts and administration.
- Telephony and video communication.
- Microsoft Active Directory and user management in an Enterprise environment.
- Problem analysis techniques.
- Principles, practices, and methods of Project Management.
- Database systems

Some knowledge of:
- How different application and software systems interact in a networked environment.
- The importance of timely implementation of changes.
- Principles, practices, and methods of training and mentoring.
- Problem analysis techniques such as Root Cause Analysis.
- General knowledge of Requests for Proposals (RFP) and Feasibility Study Reports (FSR).

Ability and willingness to:
- Expertly install, upgrade, and maintain desktop hardware and software.
- Oversee documentation efforts to ensure quality and usability for department staff.
- Develop, oversee, and participate in training for agency staff.
- Develop innovative solutions to meet customer's needs.
- Demonstrate strong business process and project management skills, including setting goals and priorities oriented around increasing efficiency and delivering 'on-time' and 'on-budget.'
- Create, maintain, or interpret hardware and software specifications.
- Gather and provide accurate budget information for implementation of new hardware and software.
- Prepare, clear, concise and accurate presentations and reports for general/lay audience.
- Attend trainings, seminars, and user conferences to increase understanding of current and emerging technologies.
- 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 four (4) years of experience performing both technical support and training;
                                        OR
Five (5) 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.

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Salary Range 79