



Grand County

Job Description

Title:	Information Technology Support Technician	Job Code: 1715
Division:	Administration	Effective Date: 1/2022
Department:	Information Technology	Last Revised: 1/2022

GENERAL PURPOSE

Performs a variety of **professional, technical and general administrative duties** related to support of the County's information systems and data including computers, servers, security, networks, websites, telephone systems, email and peripheral equipment.

SUPERVISION RECEIVED

Works under the direct supervision of the Information Technology Director

SUPERVISION EXERCISED

None.

ESSENTIAL FUNCTIONS

Provides initial helpdesk services and maintains records of daily tech related problems, escalations, resolutions and installation activities. Typical duties support county departments and offices in their daily use of information systems and programs. Addresses user inquiries regarding computer software or hardware operation and provide initial troubleshooting to resolve problems when system failures or dysfunctions occur.

Assist in maintaining a rotating replacement program for computer systems and other computer peripheral hardware including disposal of surplus electronic equipment and media.

As directed will perform a variety of technical hardware modifications, installations, updates or repairs related to PC's, monitors, printers, servers etc.;

Provide support to departments in setting up desktop computers, installing approved software, printers and peripherals, configure handheld devices, wireless components and laptops; diagnoses hardware problems, repairs, and provides instruction in the use of programs and software

May perform updating of web content on County's website.

Assist in maintaining conferencing and presentation systems. Including UC (Unified Communications), video conferencing, projectors, audio systems and web-streaming components.

Assist in maintaining various systems and their associated components, including network, PC hardware, telephony, radio and associated circuits

Performs related duties as required.

MINIMUM QUALIFICATIONS

1. Education and Experience:

A. Graduation from college with an associate's degree in information systems, electronics/computer engineering, programming; systems analysis, networking or related field;

OR

B. An equivalent combination of education and experience.

2. Knowledge, Skills, and Abilities:

Knowledge of: Setting up and troubleshooting common computer hardware, and peripherals such as Desktop PC's (Windows and Mac), smart devices, monitors, cabling, wireless networking, telephony systems, scanners, copiers, printers, etc.... Be aware of current technology trends.

Skills in: following instructions, listening and the art of diplomacy and cooperative problem solving. Installing, configuring and upgrading operating systems and software. Installing, configuring, assembling and repairing hardware such as computers, monitors and peripherals. Troubleshooting and solving hardware, software and network problems. Active listening and effective interpersonal communications.

Ability to learn functions, operations and technology related to County operations, including public safety, financial, business and administrative applications and related hardware and software. Apply techniques to explain technical concepts and procedures to non-technical users. Use initiative and independent judgment within established guidelines and procedures. Use tact and finesse when communicating verbally or in writing with co-workers and others to sufficiently exchange or convey information. Organize own work, establish priorities, stay on task and meet critical time deadlines. Coordinate effective interdepartmental cooperation related to computer operations.

3. Special Qualifications:

Must pass post-employment offer physical, drug test and background examination. Must be willing to participate in random drug screening. Must complete a 12-month orientation/introductory period. Must possess valid Utah driver license. Subject to on call and called out status including weekends and/or holidays.

4. Work Environment:

Duties generally are performed indoors, during normal business hours, in a professional office environment under climate controlled conditions. However, duties may require exposure to potentially dangerous locations such as rooftops, towers, construction zones, service areas and around mechanical equipment. Muscular strength of arms, hands, back and legs necessary in lifting boxes, computer components and relocating cables. Tasks involve walking, standing, stooping, climbing, sitting, reaching and lifting; must be able to lift at least 50 pounds. Talking, hearing and seeing required in the normal course of performing the job. Common eye, hand, finger dexterity required to perform essential functions. Mental application utilizes memory for details, verbal instructions, emotional stability, discriminating thinking and creative problem solving. Periodic daytime and overnight travel required in normal course of job performance.