

Information Technology Specialist



Position Description

Status

Full-Time, Nonexempt

Compensation

B22

Bargaining Unit

GELC - General Unit

Reports to

Information Technology Manager

Supervises

None

Position Category

Specialist

Summary

Works in a team environment for technical support and service functions. Responsible for installation of computer equipment, software, and client network software; troubleshooting and repair of computer hardware, support for and of telecommunications equipment, and support for network management. Maintains a high standard of customer service philosophy and responsiveness to meet the technology needs of Allegan County.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Install and maintain personal computer related hardware on the County's information management system.
2. Organizes and prioritizes requests for service. Responds to trouble calls regarding the computer system and repairs or works with a vendor to resolve hardware problems.
3. Visit departments throughout the County to trouble-shoot, repair, and maintain computing related equipment problems.
4. Provides technical and training support to department personnel for all computer related equipment. Creates documentation to educate users.
5. Researches and evaluates new software and hardware technologies that could enhance the computer system.
6. Specifies and recommends the purchase of new software, hardware, and other related.
7. Manage, maintain and deploy phones for all county users.
8. Manage/process work orders on a daily basis. Accurately keeping track of time and tasks completed on work requests/projects.

Competencies

Competencies are listed below. Detailed descriptions of these competency levels is available in the Performance Expectations and Development Guide (pages 32-42) available on the internet. [Click here.](#)

Reference the Core Competency Expectation Level stated on page one of this job description. Variances from the Performance Expectations and Development Guide are listed below.

- Customer Focus
- Teamwork
- Employee Engagement
- Process Focus
- Financial Resources
- Goal/Results Oriented
- Communication
- Leadership & Influence
- Decision Making & Judgement
- Analysis & Problem Solving

Supervisory Responsibility

This position does not have direct supervisory responsibilities.

Work Environment

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers and filing cabinets.

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.

While performing the duties of this job, the employee is regularly required to express oneself and exchange information both verbally and in writing. The employee is frequently required to move about the office environment; operate a computer and other office machinery; and move or transport files or other items to meetings and other office spaces. This is largely a sedentary role; however, some filing is required. The ability to open filing cabinets and bend or stand on a stool as necessary is required.

Travel

Travel is required to access County buildings and other locations to perform necessary job duties.

Required Education and Experience

1. Associate's Degree in computer sciences or related fields.
2. Two (2) years of technical computing experience.
3. One (1) year of experience of medium to large networks in multiple buildings connected via fiber.
4. CompTIA Network+ certification or equivalent networking focused training.

Other Duties

Ability to competently perform all the essential duties of the position, with or without reasonable accommodation, demonstrated commitment to effective customer service delivery, and the ability to work productively as a member of a team or work group are basic requirements of all positions at Allegan County.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Signature

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee _____ Date _____