



INFORMATION TECHNOLOGY SPECIALIST

520

Jamestown
1607

DEPARTMENT: Financial and Management Services/Information Resources Management/
Information Technology

NATURE OF WORK:

Performs responsible technical work involving the effective use of microcomputers and servers throughout the County government in a Metropolitan Area Network environment.

Work includes functioning as the County's lead technician for the assembly, installation, and troubleshooting of microcomputers, servers, ancillary equipment, and related software. It also entails assisting with network operations and modeling advanced computer skills for IT Microcomputer Specialists, and training County employees in the effective use of equipment and software. Work is performed under the general supervision of the Information Technology Administrator.

ESSENTIAL FUNCTIONS OF THE JOB:

Provides Help Desk support to employees by means of telephone, email, remote tools, or on-site visits regarding computer hardware and software. Computer hardware includes peripherals, network connectivity to County services, and software use.

Configures new hardware and software for a Metropolitan Area Network environment. Performs network installation and administration to include operating systems, network cards, concentrators, and bridges/routers. Installs network wiring when required.

Researches market and evaluates software packages for applicability to County government needs.

Suggests new standards in hardware and software. Assists in planning larger projects involving departmental upgrades, networks, etc.

Evaluates computer needs of employees and makes recommendations for purchasing the proper equipment and software.

Processes incoming orders for microcomputers, related equipment, and software; works with Purchasing Office on equipment and software purchases.

Monitors the status of computer equipment across the network domain to anticipate potential hardware failure or decreased performance.

Troubleshoots problems with existing computer hardware and software and network operation.

Assists network and e-mail administrator in the performance of their duties.

Assists with SharePoint applications and maintenance of SQL databases.

Maintains a database of personal computers for the purpose of tracking replacement cycles.

Maintains a record of all enterprise and IT software licenses.

Deploys software and software patches using remote tools such as SUS and SMS.

Acts as a resource for department representatives to learn about our network infrastructure and troubleshooting tips.

Practices continuous learning through individual study, classroom training, seminars, and conferences.

Performs work safely in accordance with departmental safety procedures and the County Safety Program. Operates equipment safely and reports any unsafe work condition or practice to supervisor.

Performs related work as required.

JOB LOCATION AND EQUIPMENT OPERATED:

Duties are performed primarily in office settings. Requires driving personal vehicle to various work locations throughout the County. Operates test equipment and a variety of small hand tools. Operates general office equipment to include telephone, computer keyboard, copy machine, etc. Requires lifting and moving of heavy pieces of equipment.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Thorough knowledge of the effective use of networking, microcomputers, related equipment, and standard software, including Microsoft Windows 2000, XP, 2003, Microsoft Office Suite, and similar packages.

Knowledge of Internet communications principles, including IP addressing, DNS operation, IntraNet, and related communications software.

Considerable knowledge of computer programming methods and techniques.

Considerable knowledge of microcomputer and other equipment problems and components.

Ability to learn new technical skills and apply them effectively.

Ability to instruct others in the effective use of microcomputers, related equipment, and software.

Ability to establish and maintain effective working relationships with employees and vendors.

Ability to make decisions and recommendations in accordance with established policies and procedures.

MINIMUM QUALIFICATIONS:

Associates degree in computer science or related field, supplemented by training in the use and repair of microcomputers, and some experience working with Ethernet networks, microcomputers, related equipment, and software; or any equivalent combination of acceptable education and experience providing the knowledge, abilities, and skills cited above.

NECESSARY SPECIAL QUALIFICATIONS:

Must be able to provide own transportation for use in traveling to work sites outside the County Government Center. Requires flexibility in working schedule after normal working hours to accommodate emergencies and peak workloads.

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IDENTIFICATION OF GENERAL APTITUDES AND PHYSICAL REQUIREMENTS

Position Title Information Technology Specialist Position Number 520
Department FMS/IRM Division IT

The Americans with Disabilities Act requires that we identify the general aptitudes and physical requirements needed to perform the job listed above. Individuals who have the position must be able to perform all essential job functions unaided or with reasonable accommodation.

I. Mental Abilities: General learning ability. The ability to “catch on” or understand instructions and underlying principles.

- Ability to understand and follow oral instruction
- Ability to understand and follow written instruction
- Ability to guide and/or give instructions
- Ability to make decisions in accordance with established procedures and policies
- Not essential to job function

II. Verbal Abilities: Ability to understand meanings of words and ideas associated with them and to use them effectively. To comprehend language, to understand relationships between words, and to understand meanings of whole sentences and paragraphs. To present information or ideas clearly.

- 1. Speaking/Talking:**
- Answer telephone, radio or switchboard
 - Communicating with County officials
 - Communicating with general public
 - Communicating with vendors
 - Communicating with supervisors and/or with other employees
 - Communicating with others _____
 - _____
 - Not essential to job function

- 2. Hearing/Listening:**
- For communication with County officials, public, vendors, supervisors and/or other employees
 - Not essential to job function.
- 3. Reading:** (ability to read and understand text)
- Essential to job function
 - Not essential to job function

III. Numerical: Ability to perform arithmetic operations quickly and accurately.

- Ability to mentally perform accurate two digit calculations
- Ability to perform accurate calculations aided by a calculator, adding machine or measurement device

IV. Spatial Abilities: Ability to comprehend forms in space and understand relationships of plane and solid objects. May be used in such tasks as blue print reading and in solving geometry problems. Frequently described as the ability to “visualize” objects of two or three dimensions, or to think visually of geometric forms.

- Essential function
- Not essential function

V. Motor Coordination: Ability to coordinate eyes and hands or fingers rapidly and accurately in making precise movements with speed. Ability to make a movement response accurately and quickly.

1. Manual Dexterity Ability to move the hands easily and skillfully. To work with the hands in placing and turning motions.

- | | |
|--|--|
| <input checked="" type="checkbox"/> Use telephone | <input checked="" type="checkbox"/> Manipulate computer keyboard and mouse |
| <input type="checkbox"/> Use switchboard | <input type="checkbox"/> Use postage machine |
| <input checked="" type="checkbox"/> Use radio/console | <input checked="" type="checkbox"/> Use hand tools |
| <input checked="" type="checkbox"/> Use a calculator | <input checked="" type="checkbox"/> Use power tools |
| <input checked="" type="checkbox"/> Use a copy machine | <input type="checkbox"/> Other: _____ |
| <input checked="" type="checkbox"/> Use a fax machine | <input type="checkbox"/> Not essential to job function |

2. Finger Dexterity: Ability to move the hands easily and skillfully. To work with the hands in placing and turning motions.

- Essential to job function
- Not essential to job function

Explain: _____

VI. Physical Demands:

1. Strength: The quality, state or property of being strong. The power to withstand strain, force, or stress.

Please check (✓) in appropriate boxes below.

| | Ability to manipulate materials and/or equipment (lbs) | | | | | | Frequency of Manipulation | | |
|-------------------|--|------|-------|-------|-------|-----|---------------------------|------------|--------------|
| | 5- | 5-10 | 10-15 | 15-25 | 25-50 | 50+ | Occasionally | Frequently | Continuously |
| Lift | | | | ✓ | | | | ✓ | |
| Push/Pull | | | | | ✓ | | ✓ | | |
| Hold/Carry | | | | ✓ | | | | ✓ | |

Manipulation done from: ground to waist waist level waist to shoulder above shoulder
(Check all that apply)

Not essential to job function: Lift Push/Pull Hold/Carry (Check all that apply)

2. Climbing: To move up or mount by using the hands or feet.

Ladders

Stairways

Steps

- | | | |
|---|--|--|
| <input checked="" type="checkbox"/> Step stool | <input type="checkbox"/> 1 flight | <input type="checkbox"/> 1-2 |
| <input checked="" type="checkbox"/> 8' to 10' step ladder | <input type="checkbox"/> 2 flights | <input type="checkbox"/> 2-3 |
| <input type="checkbox"/> Extension ladder | <input checked="" type="checkbox"/> 3 or more flights | <input type="checkbox"/> 3-4 |
| <input type="checkbox"/> Other _____ | <input type="checkbox"/> Other _____ | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> Not essential to job function | <input type="checkbox"/> Not essential to job function | <input type="checkbox"/> Not essential to job function |

3. Ability to Stand, Sit, Walk, and Run:

Please check (✓) in appropriate boxes below.

| | Duration (hours/day) | | | | | | Occasionally | Frequently | Continuously |
|--------------|----------------------|-----|-----|-----|-----|----|--------------|------------|--------------|
| | 0-1 | 1-3 | 3-5 | 5-7 | 7-9 | 9+ | | | |
| Stand | ✓ | | | | | | | | |
| Sit | | | | ✓ | | | | | |
| Walk | ✓ | | | | | | | | |
| Run | ✓ | | | | | | | | |

If walking or running, over what type of terrain? flat rough both

Not essential to job function: Stand Sit Walk Run (Check all that apply)

4. Stooping, Kneeling, Crouching, and /or Crawling:

To bend forward or down from the middle of the waist or the middle of the back, to bend downwards, to lower oneself and/or to move freely on hands and knees.

Daily Amounts

- 0-5x 5-20x 20-50x 50+x
 Other _____ Not essential to job function

5. Reaching, Handling, Fingering, and/or Feeling:

To stretch out, extend, or put forth a bodily part. To touch or grasp something, by extending or stretching. To touch, lift, hold or operate with the hands.

Daily Amounts

- 0-5x 5-20x 20-50x 50+x
 Other _____ Not essential to job function

6. Seeing: To perceive or comprehend by the sense of sight.

Essential to job function: These characteristics are necessary (Check all that apply)

- Peripheral vision
- Night vision
- Focus (distinctness or clarity)
- Color perception (discriminate between colors)
- Depth perception (determine distance relationship between objects)

VII. Driving: The ability to transfer or convey in a vehicle.

| <u>Transmission</u> | <u>Standard</u> | <u>Automatic</u> | <u>Multi-Gears</u> |
|-------------------------------|--------------------------|-------------------------------------|--------------------------|
| Car | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Van | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Small Truck | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Medium Truck | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Large Truck | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Truck w/Equipment | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Heavy Bus Equipment | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Not essential to job function | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Other (list) _____ | | | |