

**THE COUNTY OF NORTHAMPTON
POSITION DESCRIPTION**

TITLE: IT Technician

Grade : 117

FLSA Status: Exempt

Adopted : 12/20/2007
Reviewed : 12/20/2007
Revised: 03-2017
Reviewed: 10/2017
Adopted: Jan. 2018

GENERAL DESCRIPTION

The essential function of the position is to assist in the operations of the Information Technology Department, including but not limited to: systems administration, planning and directing activities involving database development, application administration, network administration, and providing technical support for all county departments.

PRIMARY DUTIES: This list represents the essential tasks performed by the position. Employees may be assigned additional duties by management as required.

Compiles, researches, and/or monitors various statistical or administrative data; analyzes data and identifies trends; prepares/generates reports and charts; maintains records.

Prepares or completes various forms, reports, correspondence, department status reports, project status reports, budget requests, technology plan, or other documents.

Installs and sets up systems, peripherals, software, and related components; sets up new users on networking system; monitors network resources and usage; installs system/software updates.

Maintains security of data and systems; removes and restores data; performs system/data backups onto tape, diskette or other media; verifies backups and stores backups in secured location.

Assists in maintaining Internet and e-mail connectivity.

Assists in managing the County webpage.

Monitors working conditions of equipment and performs general/preventive maintenance tasks; performs computer maintenance tasks; performs cleaning and preventive maintenance of equipment as needed.

Diagnoses, analyzes and works to resolve/repair problems involving hardware, software, peripheral, or network problems; tests equipment and identifies data errors, line failures,

and equipment malfunctions; initiates appropriate action to correct errors, recover data, and obtain maintenance.

Provides training, information, and technical support to all county users regarding computer operations, procedures, problems, program operations, software functions, and other related issues; assists users in retrieving information from computer systems.

Contacts service/support representatives and provides information concerning operational and/or mechanical problems as appropriate; oversees work of outside vendors in providing consulting services and technological support, maintenance, and repair. Maintains a working knowledge of a variety of computer operating systems and software programs, which may include word processing, spreadsheet, database, desktop publishing, graphics, networking, communications, diagnostic, Internet, or other programs; learns new operating systems, computer languages, and computer programs as required; maintains working knowledge of various computer programs utilized by County departments in order to troubleshoot hardware/software problems.

Maintains an awareness of new technologies, programs, equipment, trends, and advances in the profession; reads professional manuals and publications to increase knowledge of computer operations; completes individualized training program; reviews technical manuals and internal documentation outlining guidelines for departmental policies and operation of computer systems/peripherals; attends workshops and training sessions as appropriate.

DATA RESPONSIBILITY: Data refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.

Develops, implements, administrates and supports large enterprise database for county-wide operations.

PEOPLE RESPONSIBILITY: People refers to individuals who have contact with or are influenced by the position.

Persuades or influences others in favor of a service, course of action, or point of view.

INVOLVEMENT WITH THINGS: Things refers to inanimate objects such as substances, materials, machines, tools, equipment, work aids, or products. A thing is tangible and has shape, form, and other physical characteristics.

Handles machines, tools, equipment, or work aids involving large latitude for judgment regarding attainment of standard or in selecting appropriate items.

ASSETS RESPONSIBILITY: Assets responsibility refers to the responsibility for achieving economies or preventing loss within the organization.

Requires responsibility and opportunity for achieving large economies and/or preventing large losses through the management of IT Department infrastructure.

MATHEMATICAL REQUIREMENTS: Mathematics deals with quantities, magnitudes, and forms and their relationships and attributes by the use of numbers and symbols.

Uses basic algebra calculating variables and formulas, and/or basic geometry, calculating plane and solid figures; may compute discounts, interest, ratios and proportions, and percentages.

COMMUNICATIONS REQUIREMENTS: Communications involves the ability to read, write, and speak.

Reads journals and manuals; composes specialized reports and business letters using proper format and grammar; speaks to groups of coworkers and people outside the organization.

COMPLEXITY OF WORK: Complexity of work addresses the analysis, initiative, ingenuity, creativity, and concentration required by the position and the presence of any unusual pressures.

Performs skilled work involving rules/systems with almost constant problem solving; requires normal attention with large periods of concentration for accurate results and occasional exposure to unusual pressure.

IMPACT OF DECISIONS: Impact of decisions refers to consequences such as damage to property, loss of data or property, exposure of the organization to legal liability, or injury or death to individuals.

Makes decisions with serious impact - affects work unit and may affect other units or citizens.

EDUCATION AND EXPERIENCE REQUIREMENTS

EDUCATION REQUIREMENTS: Education requirements refers to job specific training and education required for entry into the position.

Prefer Bachelor's degree in Systems Administration or closely related field; supplemented by three (3) years of progressively responsible training or experience.

LICENSES, CERTIFICATIONS, AND REGISTRATIONS REQUIRED: Licenses, certifications, and registrations refers to professional, state, or federal licenses, certifications, or registrations required to enter the position.

Cisco Certified Networking Associate (CCNA) or closely related certification. Microsoft Certified Systems Administrator (MCSA) or closely related certification. Requires valid Virginia Driver's License.

EXPERIENCE REQUIREMENTS: Experience refers to the amount of work experience that is required for entry into the position that would result in reasonable expectation that the person can perform the tasks required by the position.

Requires five years of related experience.

AMERICANS WITH DISABILITIES REQUIREMENTS

PHYSICAL DEMANDS: Physical demands refers to the requirements for physical exertion and coordination of limb and body movement.

Requires sedentary work involving standing or walking for brief periods, exerting up to 10 pounds of force on a regular basis; and some dexterity in operating machines, tools, or office equipment.

SAFETY OF OTHERS: Safety of others refers to the responsibility for other people's safety, either inherent in the job or to assure the safety of the general public.

Requires some responsibility for safety and health of others and/or for occasional enforcement of the standards of public safety or health.

UNAVOIDABLE HAZARDS: Unavoidable hazards refers to unusual conditions in the work environment that may cause illness or injury.

The position is exposed to extreme heat or cold, wet or humid conditions, bright or dim lights, dust or pollen, heights, and traffic.

SENSORY (ADA) REQUIREMENTS: Sensory requirements refers to hearing, sight, touch, taste, and smell necessary to perform the tasks required by the position efficiently.

The position requires normal visual acuity and field of vision, hearing, speaking, color perception, and depth perception.

AMERICANS WITH DISABILITIES ACT COMPLIANCE

The County of Northampton is an Equal Opportunity Employer. ADA requires the County to provide adequate accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with