

Marion County Board of County Commissioners

POSITION DESCRIPTION



To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

TECHNOLOGY SUPPORT SPECIALIST

Department: Information Technology
Pay Grade: 107 / 108 / 109 / 110
FLSA Status: Non-Exempt
Job Class: 3106
Risk Code: 8810

JOB SUMMARY

Responsible for installing, configuring, maintaining, and upgrading hardware and software on various County systems across the organization.

ESSENTIAL JOB FUNCTIONS

- Assembles and installs computers, printers, and other peripheral devices at customer locations.
- Assists users with the Information Technology (IT) Help Desk both via telephone and in person.
- Conducts fieldwork in order to assist end users with computer or technology issues. Assists in setting up network printers, activating ports, repairing computers, and troubleshooting issues.
- Develops and maintains documentation for products and tracks damage.
- Performs testing of software and hardware before and after deployment.
- Troubleshoots and repairs computer hardware and software. Resolves customer problems as they occur by using available resources such as coworkers, the internet, or vendor support lines. Reports any unresolved issues to management for direction.
- Updates and/or installs computer software. Coordinates with customers for scheduling of computer software and/or hardware upgrades.
- Instructs staff on standard methods of troubleshooting, upgrading, and installations.
- Provides training to customers on the proper usage of computers and fundamental software to include the operating system and office suite.
- Performs follow-up on all work performed to ensure customer satisfaction and compliance with standards.
- Documents tasks completed and time spent in the IT work order system daily.
- Completes and submits inventory forms for new deployment, transfers, and/or disposed equipment.
- May be required to work outside normal business hours, participate in an on-call rotation, have the ability to perform work remotely, respond to emergencies on a 24/7 basis, and carry a mobile phone

- Provides excellent customer service to members of the general public and other County employees. Personal contact occurs with other employees of the unit, employees of other departments in the County, citizens, and customers of the department. Service is provided in person or by phone contact.
- Implements the organization’s guiding principles and core values.
- Performs other related job duties as assigned.

SUPERVISION

This position has no supervisory responsibilities.

QUALIFICATIONS

	<i>Tech I</i>	<i>Tech II</i>	<i>Tech III</i>	<i>Tech IV</i>
Education & Certifications	IT Associates Degree Preferred	Option 1 IT Bachelor of Science	Option 1 IT Bachelor of Science	Option 1 IT Bachelor of Science
		Option 2 IT Associate Degree*	Option 2 IT Associate Degree* with (2) Current accredited IT Certifications. <i>IE: Microsoft, CompTIA, Citrix, VMware, Dell.</i>	Option 2 IT Associate Degree* with (4) Current accredited IT Certifications. <i>IE: (Microsoft, CompTIA, Citrix, VMware.</i>
		Option 3 (3) Current accredited IT certifications. <i>IE: Microsoft, CompTIA, Citrix, Dell, VMware.</i>	Option 3 (5) Current accredited IT certifications. <i>IE: Microsoft, CompTIA, Citrix, Dell, VMware.</i>	Option 3 (6) Current accredited IT certifications. <i>IE: Microsoft, CompTIA, Citrix, Dell, VMware.</i>
IT experience in corporate or enterprise environment with at least 500 clients		Option 4 2 years	Option 4 4 years	Option 4 6 years
Skills Tests		<ul style="list-style-type: none"> • Master Technician Level I • Troubleshoot hardware • Troubleshoot software • Perform advanced diagnostics • Troubleshoot computer OS issues using start up, services, profiles, and configurations 	<ul style="list-style-type: none"> • Master Technician Level II • Interpret system logs and take appropriate actions • Diagnose with endpoint tools such as Netstat, Tracert, and NSLookup • Create advanced custom scripts • Edit Windows registry • Edit GPO 	<ul style="list-style-type: none"> • Master Technician Level III • Provide end to end support for life safety vehicles • Build server for streaming services and streaming services clients
Pay Grade	107	108	109	110

** Associate degree (or higher) must be in Information Systems, Information Technology or Computer Sciences related field.*

*** Any substitutions must have the approval from the IT Director.*

**** Requirements (including competency\skill tests) are subject to change based on current technological needs due to rapidly changing technology and may not be reflected in this document.*

All levels are subject to pass assessments administered by the IT Director.

Licenses or Certifications:

Possession of a valid, State of Florida driver's license to operate a motor vehicle. Must successfully pass a Criminal Justice Information Services (CJIS) background check and maintain a current CJIS Level 4 Security Awareness Certification. These requirements exist at the time of hire and as a condition of continued employment

May be required to acquire and maintain professional certification(s) related to the technology and applications used by the organization.

KNOWLEDGE, SKILLS AND ABILITIES

- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.
- Ability to write reports, business correspondence, and procedure manuals.
- Ability to effectively present information and respond to questions from of managers, clients, customers, and the general public.
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.
- Knowledge of the principles and practices involved in maintaining a computer network environment.
- Knowledge of cabling and wiring standards of the County's in use platforms and related technologies.
- Ability to organize material, analyze information, and develop appropriate recommendations.
- Ability to acquire and maintain knowledge of information systems trends through training and periodicals.
- Ability to remain calm in stressful situations.
- Ability to take a teamwork approach to the job by cooperating with others, offering to help others when needed, and considering larger organization or team goals rather than individual concerns. Includes the ability to build a constructive team spirit where team members are committed to the goals and objectives of the team.

PHYSICAL DEMANDS

The work is heavy work which requires exerting up to 100 pounds of force occasionally as a team lift, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects. While performing the duties of this job, the employee is regularly required to walk, talk, see and hear. The employee is occasionally required to stand and frequently required to sit; use hands to finger, handle, or feel; reach with hands and arms. Some movements of the hands, arms and wrists may involve repetitive motion. Specific vision abilities required by this include close vision, distance vision, color vision, depth perception and ability to adjust focus.

WORK ENVIRONMENT

Work is performed primarily in various indoor and outdoor environments. While performing the duties of this job, the employee will occasionally be exposed to wet or humid conditions, high precarious places, fumes or airborne particles, toxic or caustic chemicals, outdoor weather conditions, extreme heat, and vibration; and will frequently be exposed to moving mechanical parts and risk of electrical shock.

Marion County has the right to revise this job description at any time. This description does not represent in any way a contract of employment.

Employee Signature

Date

Supervisor (or HR) Signature

Date

E.O.E. *Marion County does not discriminate on the basis of race, color, national origin, sex, religion, age, disability or military service in employment or the provision of services.*