

# Information Technology Specialist

Department: Auditor's Office

Reports to: IT Manager

Pay Grade: Based on experience

**PRIMARY DUTIES AND RESPONSIBILITIES** (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Performs routine troubleshooting and/or maintenance by collection of information to respond and resolve problems, including but not limited to:

- Installs, maintains, configures, upgrades and/or administers hardware and/or software.
- Diagnoses, analyzes and resolves issues for customer(s).
- Acts as liaison between users and Information Technology Services.
- Provides users with basic training in proper use of hardware and/or software (e.g., Microsoft Office, off the shelf products and custom developed software).
- Independently images and/or reimages equipment in preparation of deployment.
- Maintains records of daily data communication transactions, problems and remedial actions taken, or installation activities.
- Tests repaired items to ensure proper operation.
- Develops skill to perform quality checks to ensure efficiency and quality of agency business operations.
- Stays current regarding new technologies, standards and techniques.

## GENERAL SKILLS AND CHARACTERISTICS

Knowledge of: oral and written communication tools and techniques, customer support and personal service technical writing and documentation practices, telecommunications, capabilities and applications of network equipment including routers, switches, servers, and related hardware, IT principles, methods and practices in assigned specialty area, software distribution tools and configuration management and mechanisms, organizations operation environment, topology, and protocols, local area and wide area networking principles and concepts, back-up and recovery techniques, performance monitoring methods, basic server maintenance techniques, installation and configuration procedures, such as browsers and streaming video, system administration methods and procedures, operating systems installation and configuration procedures, technology design.

Skill for: reading comprehension, speaking, service orientation, installation, troubleshooting, critical thinking, systems evaluation, and operation monitoring.

Ability to: transport items up to 50 lbs., collect data, establish facts and draw valid conclusions, carry out instructions in written, oral or picture form, understand manuals and verbal instructions, technical in nature, cooperate with others on projects, communicate verbally and in writing on technical & non-technical matters, and stay abreast of current technologies.

#### **MINIMUM TRAINING AND EXPERIENCE REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS**

Education: Technical institute degree/certificate in Computer Science or Information Systems or equivalent work experience.

AND

Experience: Minimum 3 years combined work experience.

Required: Must hold a valid Ohio Driver's license and be able to pass a Hancock county sheriff's office administered background check.

#### **UNUSUAL WORKING CONDITIONS**

May provide support on an on-call basis; may travel to regional offices and/or other locations as operation needs dictate.

Hancock County is an Equal Opportunity Employer. In compliance with the American's with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the employer.