DICKINSON COUNTY JOB DESCRIPTION

JOB TITLE: Information Technology Technician
FLSA: Exempt
REPORTS TO: Information Technology Director

Job Summary:

The primary purpose of this position is to provide computer, technology and GIS support for County employees. Perform troubleshooting, determine and implement resolutions to various hardware and software issues. Assist the IT Director with network and server installation, support, and maintenance. Perform other duties as directed by the IT Director.

Essential Duties and Responsibilities
1. Support the day-to-day technology and GIS operations of County departments and employees.
2. Document support requests, completed tasks, and technology projects.
3. Troubleshoot and resolve the root cause of unexpected technology failures or problems.
4. Assist in implementation and support of information technology projects.
5. Provide after-hours maintenance and support of network systems. Requires on call 24x7 for significant network issues.
6. Work with vendors to implement projects and resolve technology issues.
7. Assist in the development and delivery of training for County employees to facilitate skill development and efficient use of technology.
8. Assist in maintaining County websites, internet resources and services, network servers, switches, firewalls, and applications.
9. Assist the GIS Coordinator in planning, developing, implementing and maintaining GIS maps.

Additional Responsibilities
1. Establish and maintain effective working relationships with all levels of government, elected officials, County staff, external users, state and local officials and agencies and vendors.
2. Responsible for conducting work in a professional, timely and safe manner, and for presenting a professional and helpful demeanor with clients and co-workers, using work appropriate language while at work, and for showing restraint in expressing frustration or describing problems with clients or internal systems.
3. Demonstrates adaptability to performing a variety of duties, often changing from one task to another of a different nature without loss of efficiency or composure.
4. Responsible for demonstrating due care for the property, facility, and public information of the County and its departments.
5. Attends and participates in County meetings, committees and training as needed.
6. Maintains a high standard of courtesy, respect, and cooperation in dealing with co-workers, vendors and County citizens.
7. Performs other duties as assigned.

Minimum Qualifications – Education and Experience
Associate's degree in networking, computer science, or a related field; or a minimum of 2-3 years related on-the-job experience providing technology support or any equivalent combination of education, training and experience that demonstrates the ability to perform the duties of the position.

Minimum Qualifications – Knowledge, Skills, and Abilities

- **Technical:**
  - Demonstrated knowledge and ability to understand various computer technologies and concepts.

- o Expertise or knowledge of various applications such as Microsoft Office, Adobe Acrobat, and others.
- o Basic typing/keyboarding skills.
- o Have an understanding of operating systems such as Windows XP, 7, 8 and 10; Windows Server 2003, 2008, and 2012.
- o Have an aptitude to learn various network technologies and their relationship to proper operations of a network environment.
- o Have an aptitude to learn and understand the various roles components of desktops, workstations, and servers, including hardware, operating systems, and software applications.

- **Mathematical:** Basic math such as adding, subtracting, multiplying and dividing. Ability to draw and interpret graphs.

- **Interpersonal:** Flexibility in adjusting to changing circumstances, information, employee, and customer needs. Demonstrate a willingness to take initiative. Work independently with little or no supervision. Be reliable, responsible and dependable in fulfilling obligations. High level of integrity and ability to maintain confidentiality.

- **Communication:** Excellent verbal and written communication skills. Ability to effectively communicate and present information and respond to county officials, employees and the general public. Develop and maintain constructive and cooperative working relationships with the public, other government entities and other external sources. Establish and maintain effective working relationships.

- **Language**: Ability to read, analyze, and interpret data, legal documents, or governmental regulations. Ability to prepare reports, general correspondence, and lists.

- **Organizational:** Ability to organize, plan and prioritize work. Utilize problem solving skills, analytical thinking in gathering and analyzing data. Ability to work under pressure, time constraints and deadlines.

- **Resource Allocation:** Ability to manage resources, obtain and see to the appropriate use of equipment, facilities, and materials needed.

Working Conditions

This work is performed in a typical office setting, requiring the ability to sit and stand for extended periods. Daily computer use, including viewing computer screens and reading documents is required. Reaching, walking, kneeling, bending or other movements may be required. Occasionally lifting of equipment and materials, 10-80lbs. Must possess a valid driver's license and proof of insurance liability coverage.

Will be required to work a non-traditional work schedule as projects necessitate.

Disclaimer

The above statements are intended to describe the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as an exhaustive list of all responsibilities, duties and skills required of employees assigned to this job.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.