

Information Technology Support Technician

Dept: Information Technology

FLSA Status: Non-Exempt

General Definition of Work

Performs intermediate technical work processing and tracking various purchase and equipment related data, maintaining electronic public records data, acting as an administrative assistant for the department, and related work as apparent or assigned. Work is performed under the limited supervision of the Information Technology Director.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.

Essential Functions

- Processes county technology purchase requests.
- Completes data entry and tracks county 911 fund expenditures.
- Tracks, audits and reports on county telephone bills and circuits; maintains county cell phones, tracks usage and costs.
- Maintains county electronic public records index.
- Tracks and maintains access and software licenses.
- Performs various information technology, administrative or clerical duties.
- Acts as an IT helpdesk representative assisting employees with technical inquiries.
- Abides by, enforces and participates in the implementation and ongoing oversight of Randolph County Government safety standards and regulations.

Knowledge, Skills and Abilities

General knowledge of the operation, uses and capabilities of data processing equipment; general knowledge of personal computer operations, associated software, hardware and peripheral equipment; general knowledge of general office procedures, practices and equipment; some knowledge of standard accounting processes; thorough skill using data processing equipment; ability to make arithmetic computations using whole numbers, fractions and decimals; ability to compute rates, ratios and percentages; ability to detect and resolve computer issues; ability to understand and carry out written and oral instructions; ability to organize and prioritize work tasks; ability to prepare clear and concise reports; ability to communicate effectively, both orally and in writing; ability to explain complex technology issues to users; ability to establish and maintain effective working relationships with associates and the general public.

Education and Experience

Associates/Technical degree with coursework in administration, or related field and three to five years experience working in an administrative support capacity, or equivalent combination of education and experience.

Physical Requirements

This work requires the frequent exertion of up to 10 pounds of force and occasional exertion of up to 50 pounds of force; work regularly requires sitting, using hands to finger, handle or feel, reaching with hands and arms and repetitive motions, frequently requires speaking or hearing, pushing or pulling and lifting and occasionally requires standing, walking, climbing or balancing and stooping, kneeling, crouching or crawling; work has standard vision requirements; vocal communication is required for expressing or

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exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data, operating machines and observing general surroundings and activities; work occasionally requires working near moving mechanical parts; work is generally in a moderately noisy location (e.g. business office, light traffic).

Special Requirements

None.

Competencies

Business Ethics: Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values

Communications: Expresses ideas and thoughts verbally; Expresses ideas and thoughts in written form; Exhibits good listening and comprehension; Keeps others adequately informed; Selects & uses appropriate communication methods

Customer Service: Displays courtesy and sensitivity; Manages difficult or emotional customer situations; Meets commitments; Responds promptly to customer needs; Solicits customer feedback to improve service

Dependability: Responds to requests for service and assistance; Follows instructions, responds to management direction; Takes responsibility for own actions; Commits to doing the best job possible; Keeps commitments; Meets attendance and punctuality guidelines

Job Knowledge: Competent in required job skills & knowledge; Exhibits ability to learn and apply new skills; Keeps abreast of current developments; Requires minimal supervision; Displays understanding of how job relates to others; Uses resources effectively

Quality: Demonstrates accuracy and thoroughness; Displays commitment to excellence; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality

Relationship Building: Builds rapport up, down, and across the organization; Establishes collaborative relationships to achieve objectives; Seeks win-win solutions to conflict; Develops network of professional contacts; Displays empathy and tolerates diverse viewpoints

Initiative: Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for help when needed

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I have read and understand my job responsibilities as outlined in this job description and will abide by and follow these duties.

Employee Name (Printed)

Employee Signature

Manager Name (Printed)

Manager Signature

Date