



CLASS SPECIFICATION FOR:

Technology Support Technician I

General Statement of Duties:

Provides basic and routine support to the Information Technology Department and end users Countywide; does related work as required.

Distinguishing Features of Class:

An employee in this job classification works in the County's centralized IT Department and provides a wide variety of basic and routine support for the ongoing operations of the IT department and other County Departments' operations. Work is performed under general supervision with non-routine questions and issues handled with guidance from supervisor or other senior technicians.

Examples of Assigned Duties *(illustrative of the types and scope of duties and responsibilities assigned to positions in this class):*

- Responds to routine Help Desk requests for password resets for Oracle and Active Directory, and assists users with other routine issues navigating the system, referring non-routine, complex or unusual issues to the appropriate resources;
- Creates electronic work orders for Help Desk callers in the current work order system;
- Creates and maintains accurate documentation, paper and electronic records related to file transfers, inventory distribution, and the current electronic records management system;
- Creates Quarterly Real Estate Tax billings sent to mortgage companies for real estate taxes being held in escrow;
- Runs daily and weekly processes to update multiple systems used Countywide;
- Provides back-up for the TST II, running multiple file transfers and interfaces related to payroll processing, money transfers, accounts receivable, various billings and benefits;
- Provides back-up to the IT front desk, answering the main IT telephone, greeting employees and visitors, and receiving and distributing incoming deliveries;
- Assists in printing the W-2 forms for Government and Schools annually, and prints checks as needed for Finance;
- Performs a variety of file and data management duties;
- May provide inventory management and large-scale Countywide equipment updates and projects;
- Assists with or handles special projects as assigned;
- Performs other duties as assigned.

Required Knowledge, Skills and Abilities:

Sound working knowledge of common business software and office equipment; ability to create and maintain accurate paper and electronic records; time management and organizational skills with the demonstrated ability to execute work effectively to successfully complete assigned tasks accurately and in a timely manner within established deadlines; ability to multi-task; ability to read, and consistently comprehend, interpret, apply and communicate technical information accurately; sound judgment and problem-solving skills with the ability to appropriately resolve a variety of questions and issues within established policies, guidelines, requirements and procedures; may require the ability to research issues and identify solutions; good computer skills with ability to use a computer and typical business software, proprietary software and applications to complete assigned tasks; ability to effectively, accurately and appropriately use typical business software, proprietary software and applications to complete assigned tasks; visual and hearing acuity sufficient to enable effective interactions; excellent written and verbal communication skills with the ability to interact professionally with end-users and to establish and maintain effective working relationships; ability to express ideas clearly and concisely, orally and in writing; ability to work independently and as part of a team; ability to collaborate effectively to establish and maintain good working relationships with all levels of department staff and other relevant stakeholders; personal accountability including teamwork and establishing and maintaining positive working relationships with IT Department staff and other relevant stakeholders; and excellent customer service skills with the demonstrated ability to interact patiently, respectfully and with tact and courtesy with all stakeholders and staff in order to appropriately address requests, needs and issues. Must be able to positively and appropriately represent the County with customers and other stakeholders. Ability to work a flexible schedule as assigned.

Minimum Education and Experience:

Education: Graduation from high school with relevant coursework completed at the high school or college level;

Experience: Previous relevant work experience preferred;

OR: Any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

Additional Requirements:

NOTE: Effective 4/1/2009 County Ordinance 1128 requires a criminal history record check and fingerprinting of all employees in authorized and hourly safety sensitive positions.

NOTE: All employees are required to successfully complete National Incident Management System (NIMS) Incident Command System (ICS) 700 (Introduction) training. Successful completion of additional NIMS ICS training courses may be required based on the job classification, level of responsibility, and department. Please refer to Fire's Intranet site for a list of NIMS ICS requirements by job classification.

- May require a valid driver's license to perform assigned duties at various locations Countywide.