

EXEMPT (Y/N):	No	JOB CODE:	CSC
DEPARTMENT:	Information Technology	CLASSIFICATION:	063C
SUPERVISOR:	Director, Information Technology	SALARY RANGE:	25
UNION (Y/N):	Yes	LOCAL:	AFSCME 1442

GENERAL STATEMENT OF DUTIES: This is an entry level technical position responsible for beginning to intermediate helpdesk requests, computer & electronic equipment installation, IT inventory management, software installation and configuration and a variety of miscellaneous support tasks. This position works in a fast-paced, multi-tasking environment, assisting both on-site and remote users with a variety of needs; troubleshooting errors, performing installations, and conducting maintenance and repair of hardware.

In addition, this position may work with vendors to resolve more advanced issues as appropriate, assist customers with meeting room audio/visual setup and training, help other team members with user training classes, complete discrete tasks associated with major IT projects, and perform other related duties as required.

This classification is distinct from a Senior IT Technician position, which assigns work orders and performs more complex duties.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Provides workstation, mobile, and printer/peripheral equipment support including assisting end users with software issues, answering support calls, providing remote assistance, and traveling to various County facilities to resolve issues on-site.

Consults with software and hardware vendors as needed to resolve more complex problems and/or to coordinate replacement/repair of warrantied equipment.

Builds, tests, and deploys disk images to workstations utilizing standard cloning/imaging tools and software for fast recovery and setup. Responsible for all new user system setups and system replacements, including data transfers and new user instruction, as applicable.

Tracks IT inventory in inventory database through full equipment lifecycle, including secure wiping/preparation and surplus property sale and/or disposal. Performs asset audits, as needed, to maintain inventory accuracy.

Maintains inventory of software, software licenses and subscription/maintenance renewal dates.

Tests and installs hardware and software ensure that new software is compatible with the network and desktop operating systems. Documents hardware/software, and creates user instructions and installation procedures as needed.

Conducts meeting room setups, manages meeting room systems to ensure updates and functionality are maintained, and conducts training on use of meeting room and virtual meeting systems for users as needed.

Utilizes content management system to perform basic content updates to the County's intranet and public web sites.

Assists in development of training materials for IT provided user training, including setting up computers for classroom configuration, assisting with presentation of class materials, and providing one-on-one end user training as required.

Remains abreast of changes in helpdesk technologies and software and hardware in use by the County and makes recommendations for updates and changes as appropriate.

Follows all safety rules and procedures established for work areas. Complies with all County policies and procedures.

SUPERVISORY RESPONSIBILITIES: Supervision is not a normal responsibility of this position.

SUPERVISION RECEIVED: Work under the general direction of the Director who assigns and reviews work according to established policies, procedures and standards. May work under supervision of a lead or senior IT staff person.

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

EDUCATION and/or EXPERIENCE: High school diploma or equivalent is required. An Associate's Degree and additional specialized training in computer systems/technology and experience working in a fast-paced customer service setting are preferred. Any satisfactory combination of experience and training which demonstrates the ability to perform the above duties may be acceptable.

CERTIFICATES, LICENSES, REGISTRATIONS: Must possess valid driver's license and be insurable under the County's liability insurance policy.

KNOWLEDGE, SKILL AND ABILITY: Considerable knowledge of computer operating principles, capabilities, and general uses, including experience with the Windows 10 operating system. Considerable knowledge of computer hardware, intermediate knowledge of Microsoft Office (v. 2016/2019/O365), mobile devices using both Android and iOS, and peripheral equipment such as printers, copiers, scanners, desk phones, etc.

Very strong customer service skills and ability to effectively plan, organize and prioritize work schedule and duties in a demanding environment.

Ability to act in such a manner as to maintain the confidentiality of data, records and issues which may be encountered. This position must be able to pass a background check and obtain Criminal Justice Information Security certification within 3 months of starting.

Ability to solve hardware/software problems; to guide and encourage users and translate technical instructions into understandable language.

Ability to maintain effective working relationships with fellow employees, supervisors, other agencies, County officials and the general public.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Requires lifting and moving up to 50 pounds (computer hardware, printers, peripherals, papers) on a regular basis. Installing, modifying and checking computer equipment requires stooping, bending, crawling and reaching. Requires driving to other County facilities within Saint Helens on a regular basis and may require driving to remote locations around the County, such as Vernonia or Clatskanie, as necessary to support branch offices or Roads shops.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Fast-paced general office environment with highly collaborative team. Can require response after hours or on weekends when necessary, and travel between facilities.

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.

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