

County of Leelanau  
Job Description

**INFORMATION TECHNOLOGY TECHNICIAN**

Supervised By: County Administrator  
FLSA Status: Non-exempt

**General Summary:**

Assists in the development and maintenance of the local area computer network activities by performing the following functions.

**Essential Duties and Responsibilities:**

An employee in this position may be called upon to perform any or all of the following essential functions. These examples **do not** include all of the duties which the employee may be expected to perform. An individual must be able to perform each essential function satisfactorily.

1. **End User Support:**
  - a. Triage and prioritizes county employee technical service requests by logging each request into the ticket management system for tracking.
  - b. Troubleshoots issues and assist end users with support needs on desktop and mobile devices.
  - c. Clearly communicates status on tickets.
  - d. Clearly documents all tasks.
  - e. Provides on-call end user support services.
2. **Computer Deployment:**
  - a. Backs up and restores any data present on computers that requires a rebuild.
  - b. Follows provided procedures and checklists for reinstallation of computer operating systems and software.
  - c. Repairs basic virus infections and communicates with the Security team.
  - d. Configures network scanners and printers.
  - e. Installs and troubleshoots desktop applications and operating systems management and configuration.
  - f. Configures basic network connectivity.
3. **User Administration:**
  - a. Provisions new user accounts following established procedures and practices.
  - b. Modifies existing user accounts as needed to assist with password issues, removal of accounts upon employee termination, and modification of accounts upon management's request.
4. **Documentation Management:**
  - a. Documents county-specific processes, how-to's and procedures in designated knowledge management systems. Ensures knowledge is repeatable by others.
5. **Vendor Coordination:**

- a. Facilitates support, modifications, and projects, where appropriate based on complexity/requirements with third party vendors, including but not limited to –
  - i. Audio visual systems
  - ii. Security cameras
  - iii. Door access
  - iv. Phone systems
  - v. Website hosting
  - vi. 9-1-1

**Required Knowledge Skills, Abilities and Minimum Qualifications:**

The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job. The qualifications listed above are guidelines. Other combinations of education and experience which could provide the necessary knowledge, skills and abilities to perform the job will be considered.

- Minimum of two (2) years of relevant experience working as a technical support resource, with positive evaluations and evidence of meeting expectations for productivity and efficiency.
- Possession of an Associate's or Bachelor's Degree, or active pursuit of a degree, or equivalent experience in Computer science.
- Microsoft, Cisco, CompTIA or other certifications are strongly desired, but not required, with applicable work experience and/or college coursework.
- Troubleshooting fundamentals – ability to break down problems and use a logical process of elimination.
- Basic knowledge of wireless security and wireless client configuration.
- Spyware/malware removal experience.
- Firm understanding of desktop hardware, with an ability to diagnose hardware problems and a familiarity with desktop hardware diagnostic tools.
- Ability to use corporate antivirus and data backup systems.
- Ability to locate and review event logs.
- Strong understanding of networking principles – Client Server networking; TCP/IP routing, DNS, DHCP, and Switching.
- Basic knowledge of network wiring.
- Basic understanding of network firewalling/security technology.
- Ability to follow detailed instructions to accomplish more complex tasks.
- Ability to remain calm in stressful situations, and communicate effectively and concisely with a wide range of individuals with varying degrees of technological abilities.

- A valid vehicle operator's license, with the ability to travel to various locations.
- Ability to establish effective working relationships and use good judgment; initiative and resourcefulness when dealing with representatives of other governmental bodies and agencies, professional associates, County officials and employees, and the public.

**Physical Demands and Work Environment:**

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel and talk or hear. The employee frequently is required to stand, walk, sit and reach with hands and arms. The employee is occasionally required to climb, balance, stoop, kneel, crouch, or crawl. The employee may occasionally lift items of light to moderate weight, but may need to lift objects of heavy weight in an emergency situation.
- While performing the duties of this job, the employee is typically in an office/shop setting with routine travel to other departments or locales. The employee may occasionally be exposed to wet and/or humid conditions, moving mechanical parts, fumes, outside weather conditions, extreme cold, extreme heat, and the risk of electrical shock. The noise level in the work environment can range from quiet to very loud.