

Garfield County
Job Description

Title:	Information Technology (IT) Technician/Specialist/Analyst		
Department/Office:	Information Technology	Reports to:	Director of Information Technology
Section:	Information Technology	Pay Grade:	Technician: 3 Specialist: 5 Analyst: 6
FLSA Status:	Non-Exempt	Driving Classification:	Essential.
Supervision Exercised:	None.	Licenses/Certifications:	Valid driver's license.

Minimum Requirements

IT Technician

Minimum Education:	High School diploma or equivalent.
Minimum Experience:	Experience in providing technical support in a fast-paced environment with 1 year experience troubleshooting and supporting various versions of Microsoft operating systems. 1 year hands-on experience installing, troubleshooting and supporting PC hardware, (i.e. NIC cards, memory, hard drive, CD Rom and CDRW optical drives, etc.), and 1 year providing support within a LAN/WAN environment of 300+ users.

IT Specialist

Minimum Education:	Bachelor's Degree or equivalent in IT-related field.
Minimum Experience:	Experience in providing technical support in a fast-paced environment with 3 years experience troubleshooting and supporting various versions of Microsoft operating systems. 2 years hands-on experience installing, troubleshooting and supporting PC hardware, (i.e. NIC cards, memory, hard drive, CD Rom and CDRW optical drives, etc.), and 2 years providing support within a LAN/WAN environment of 300+ users.

IT Analyst

Minimum Education:	Bachelor's Degree or equivalent in IT-related field.
Minimum Experience:	Experience designing and implementing information systems and networks in a fast-paced environment, with 4 years experience designing and implementing new systems and networks. 4 years hands-on experience installing, troubleshooting and supporting server hardware and software, (i.e., RAID, hardware redundancy, disaster recovery, memory, hard drives, drive partitioning, etc.) 2 years experience providing technical direction and leadership to IT employees and 2 years experience leading IT projects.

General Purpose:

Provide support for both hardware and software on existing desktop and laptop systems for 300+ users at various locations throughout the County. Analyst: Perform high level systems analysis and design for multiple networks in Garfield County government and for interfaces to a wide variety of other local, state and Federal government entities.

Essential Functions:

(These duties are a representative sample; position assignments and detailed work instructions may vary.)

IT Technician

1. Maintains PCs and resolves network connectivity problems for users.

Garfield County **Job Description**

2. Answers help desk calls and resolves routine PC problems.
3. Sets up new PCs, installs MS Office software and configures email clients.
4. Performs PC security tasks: anti-virus and SPYWARE removal.
5. Reviews all work products to ensure highest level of quality.
6. Drives vehicle to perform one or more essential functions.
7. Performs other duties of a similar or related level as necessary or assigned.

IT Specialist

1. Under minimal supervision, performs all essential functions of the IT Technician.
2. Resolves complex hardware and software problems.
3. Creates, modifies and maintains domain users and file server shares within a Microsoft server environment.
4. Performs computer purchasing, inventory control and business administration functions for the IS department.
5. Performs other duties of a similar or related level as necessary or assigned.

IT Analyst

1. Independently performs all essential functions of the IT Specialist.
2. Designs and maintains computer systems in a heterogeneous, multi-platform environment for 500 users.
3. Designs, modifies and maintains multiple domains and networks within heterogeneous computer platforms.
4. Provides network and server support for Microsoft, Linus and Novell operating systems.
5. Acts as team lead for IT projects and leads the IT department when the IT Director is out of the office.
6. Leads system integration projects and leads application package installations for all County functions.
7. Performs other duties of a similar or related level and assists with special projects as necessary or assigned.

Job Qualifications:

IT Technician

Knowledge of:

1. Relevant PC hardware and software applications.
2. Microsoft server operating systems.
3. Network and internet email protocols.
4. Current versions of Outlook and Microsoft Office.
5. Modern office processes and procedures.
6. Basic math.

Ability to:

1. Speak, read and write the English language.
2. Communicate effectively verbally and in writing; give easily understood directions; communicate effectively about technical issues to the layperson.
3. Understand and follow written and verbal directions.
4. Troubleshoot common PC and printer hardware problems.
5. Learn and explore new technologies.
6. Provide high level of customer service.
7. Use appropriate resources to solve problems.
8. Prioritize work.
9. Take ownership of assignments and see them through to the end.
10. Establish and maintain effective working relationships with coworkers and supervisors, other Departments/Offices, and other agencies.
11. Work independently.
12. Understand and practice safety procedures and precautions.
13. Maintain a high level of professionalism and confidentiality.

Garfield County **Job Description**

IT Specialist

In addition to the knowledge required for IT Technician, knowledge of:

1. Network topologies within a TCP/IP-based Ethernet environment.

In addition to the ability required for IT Technician, ability to:

1. Gather data, analyze, develop and implement solutions for difficult problems.

IT Analyst

In addition to the knowledge required for IT Specialist, knowledge of:

1. Network design and system administration.
2. Multiple heterogeneous computing platforms at multiple sites.
3. Network and internet email protocols.

In addition to the ability required for IT Specialist, ability to:

1. Provide technical direction and leadership.
2. Manage projects.
3. Develop and implement innovative solutions for highly complex problems.

Internal & External Contacts:

Internal Contacts:

Frequently interacts with other Department/Office employees at all levels; occasionally interacts with Elected Officials.

External Contacts:

Occasionally interacts with the general public. Analyst: occasionally interacts with governmental agencies.

Physical Demands and Work Environment:

The physical demands and work environment 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 otherwise qualified individuals with disabilities to perform essential functions.

Required Physical Activities:

While performing the essential functions of this job the employee is frequently required to reach, grasp, finger, stand and/or sit for long periods of time, walk, talk and hear; occasionally required to lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, color vision, depth perception, peripheral vision, and ability to adjust focus.

Work Environment:

The noise level in the work environment is moderately loud, depending on locations; at times the noise level may be loud. There are frequent interruptions and multiple demands.

The employee is occasionally exposed to extreme temperatures, inadequate lighting, mechanical parts, electric currents, vibrations and the like; may be occasionally exposed to chemicals, fumes, odors, dusts, gases and poor ventilation. The employee may be required to work in restricted spaces.

If assigned to the Sheriff's Office, the employee is often required to work in a confined, secure area in close proximity to jail inmates.

Garfield County
Job Description

Required Travel:

The employee is frequently required to travel within the County. If assigned to the Sheriff's Office, the employee is occasionally required to travel within the County.

Computers and Other Equipment:

A wide variety of computer hardware and relevant software applications; calculator; telephone system; facsimile; shredder; copier.

THIS JOB DESCRIPTION DOES NOT CONSTITUTE AN EMPLOYMENT AGREEMENT. Nothing in this job description restricts Garfield County's ability to assign, reassign or eliminate duties and responsibilities of this job at any time. It does not prescribe or restrict the tasks that may be assigned. This job description describes the County's current assignment of essential functions. Those functions may change at any time as the needs of the County change or for other reasons deemed appropriate by the County.