



POSITION DESCRIPTION CLEARWATER COUNTY

SECTION I: GENERAL INFORMATION

Position Title: IT Specialist	Department: Information Technology
Immediate Supervisor's Position Title: Director of Information Technology	FLSA Status: Non-Exempt
Job Summary: Under the direction of the Director of Information Technology and guidance of the Network Administrator, the IT Specialist is responsible for assisting in the implementation and operational support of network administration and security; providing user technical support of computer systems, applications and connectivity issues; assisting in application graphic design development, maintenance, and resolution of technical problems.	

SECTION II: ESSENTIAL DUTIES AND RESPONSIBILITIES

- Troubleshoots, monitors and repairs servers, network and data communications equipment. Assists in administering network system, user and email accounts.
 - a) Implements server upgrades, updates and service packs.
 - b) Assures proper security and the integrity of all server resources.
 - c) Implements server backup routines and operations.
 - d) Monitors, installs and maintains network security and firewall procedures.
 - e) Assists in the development of Active Directory structure and group policies.
 - f) Assists in the design, implementation and maintenance of network systems, equipment, platforms, and computer systems.
- Provides 24-hour technical support to all county personnel.
 - a) Installs and maintains all types of computer hardware and peripherals for the county.
 - b) Installs and configures all county licensed software and business applications.
 - c) Sets up visual/audio equipment for presentations.
 - d) Assists staff in maintaining websites and graphics for the web, documents or presentations.
 - e) Trains staff use and application of security procedures, operating systems, application use, and network usage.
 - f) Provides user support over the phone, in-person or remotely to address technical issues/problems.
- Designs, develops, implements and maintains web based applications (e.g. employee portal, purchase ordering system, inventory, licensing, etc.). Creates and edits graphics for use in websites, letterheads, publication design, presentations or documents.
- Researches new ways to leverage technology to increase productivity, increase cost efficiencies, and to solve hardware or software problems. Identify problems, research issues, and develop solutions, tests solutions and implements new applications or solutions for users.

- Performs other duties of a comparable level or type, as required.
 - a) Assists in researching new technologies, programs, or technical issues.
 - b) Keeps abreast of changing technologies, trends and developments in information technology.

SECTION III: WORK REQUIREMENTS AND CHARACTERISTICS

EDUCATION/KNOWLEDGE REQUIREMENT: Minimum education required to perform adequately in position could reasonably be attained only by completing the following:

REQUIRED EDUCATION/TRAINING (choose one)				DEGREE INFORMATION: Type of degree: (B.S., M.A., etc.)	
less than high school diploma				AA Degree or Vocational Program	
High school diploma or GED.				Major field of study or degree emphasis: Computer Science, Computer Networking, Information Technology or related area.	
1 year college	x	2 years college			
3 years college		4 years college			
1st year graduate level				Essential knowledge and specialized subject knowledge required to perform the essential functions of the job: <ul style="list-style-type: none"> • Principles, trends and fundamentals of LAN/WAN/VPN administration and networking. • Knowledge of procedures, practices and equipment involved in the installation, maintenance and connectivity of networks systems and equipment (e.g. routers, servers, switches, firewalls, workstations, and various computer operating systems, wiring standards, token ring, Ethernet, etc.). • Fundamentals of user training program development. • Knowledge of various operating systems and computer hardware systems. • Fundamentals of application design and database development for web applications. • Fundamentals of web design, programming and maintenance, graphic design, and user interface design procedures and techniques. 	
2nd year graduate level					
Doctoral Degree					
Required Work Experience in Addition to Formal Education/Training: Minimum of 2 year directly related experience in providing user support and maintaining voice/data networks and computer systems.					
LICENSE/ CERTIFICATION			Identify licenses/certification required: Requires a valid driver's in the State of MN.		



ESSENTIAL SKILLS REQUIRED TO PERFORM THE WORK	Skilled in: <ul style="list-style-type: none"> • Installing, configuring, and troubleshooting network LAN/WAN/VPN equipment and problems, application software and computer system operational/equipment problems and issues. • Troubleshooting computer and networking components. • Preparing numerical and narrative reports. • Prioritizing and managing own time effectively. • Designing of web based applications and solutions for county personnel. • Providing technical user support services. • Establishing and maintaining effective working relationships with employees, supervisors, department heads, officials, vendors, and the public. • Maintaining a safe working environment. • Communication and presentational skills to train staff, ability to explain technical issues in non-technical terms, and to collaborate with all levels of county staff in the addressing user needs and providing technical support. • Implementing user training in computer operation, networking, and software use. • Ability to read, analyze and interpret system and operational requirements.
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RESPONSIBILITY FOR DIRECT SUPERVISION OF THE FOLLOWING POSITIONS		
	Titles of Positions Directly Supervised	# of Employees
1		
	TOTAL	

INDIRECT SUPERVISION:	
Number of employees indirectly supervised:	Total:

HAZARDOUS WORKING CONDITIONS: <i>The essential duties of the work are performed under various physical hazards or environmental conditions noted.</i>	Unusual or hazardous working conditions related to performance of duties: Work responsibilities are performed in a typical county setting. There are minimal hazards and risks associated with the performance of this classification. Performs support functions at County hospital and clinics and thus may be exposed to bio-hazards or blood-borne pathogens. However, risks and hazards can be considered minimal given safety procedures, equipment and risk management procedures and policies in place as it pertains to the work of this job.
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PHYSICAL JOB REQUIREMENTS: Indicate according to essential duties/responsibilities				
Employee is required to:	Never	1-33% Occasionally	34-66% Frequently	66-100% Continuously
Stand		x		
Walk			x	
Sit			x	
Use hands dexterously (use fingers to handle, feel)			x	
Reach with hands and arms				
Climb or balance	x			
Stoop/kneel/crouch or crawl	x		x	
Talk or hear			x	
Taste or smell	x			
Physical (Lift & carry): up to 10 pounds				x
up to 25 pounds			x	
up to 50 pounds		x		
up to 75 pounds	x			
up to 100 pounds	x			
more than 100 pounds	x			

<p>PHYSICAL JOB REQUIREMENTS: Indicate according to essential duties/responsibilities</p> <p>Physical requirements associated with the position can be best summarized as follows:</p> <p>Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to lift, carry, push, pull or otherwise move objects in the performance of the job.</p>
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SECTION IV: CLASSIFICATION HISTORY AND APPROVAL

<p>This Position Description reflects an accurate and complete description of the duties and responsibilities assigned to the position.</p>	
<p>_____</p> <p>Department Head's Signature</p>	<p>_____</p> <p>Date</p>



Classification History:

Prepared 12/2007 by BCC.

