

RICHMOND COUNTY, VIRGINIA - POSITION DESCRIPTION



INFORMATION TECHNOLOGY ASSISTANT

GENERAL STATEMENT OF DUTIES: As Assistant to the Technology Director, assists with the support of all information technology (hardware, software, network infrastructure, telecommunications, and digital P25 radios) utilized within the offices of the County Administrator, General Registrar, Treasurer, Commissioner of the Revenue, Sheriff, Commonwealth's Attorney, Department of Emergency Services, Animal Shelter, and Museum, as well as provides some technical support to the Circuit and Combined Courts. The goal of this position is to provide assistance in properly maintaining the information technology assets necessary for the efficient operation of the supported offices, troubleshooting and resolving all IT related issues, and facilitating the use of new technology within the offices when beneficial to the County's employees and the general public.

SUPERVISION RECEIVED: Works under the general supervision of the Technology Director

SUPERVISION EXERCISED: None

TYPICAL TASKS:

Typical Tasks of the Information Technology Assistant will consist of the following:

- Setting up, configuring, and maintaining desktop, laptop, and tablet PCs
- Setting up, configuring, and maintaining printers, fax machines, and copiers
- Setting up, configuring, and maintaining physical and virtualized servers
- Setting up, configuring, and maintaining mobile phones
- Setting up, configuring, and maintaining body cameras
- Setting up, configuring, and maintaining digital P25 radios
- Setting up, configuring, and maintaining digital wireless access
- Setting up and maintaining uninterruptible power supplies
- Maintaining electronic door access for the Sheriff's Office, Combined Courts, and Commonwealth's Attorney
- Maintaining security cameras
- Maintaining office telecommunications, including desk phones, fax lines, and long distance service
- Setting up, configuring, and maintaining network infrastructure and security
- Configuring and maintaining Internet access
- Configuring and maintaining secure e-mail service and archiving for County employees
- Configuring and maintaining endpoint security for all network devices
- Maintaining regular backups of office and individual digital data
- Updating and maintaining geographic information system (GIS) data
- Supporting data maintenance needs
- Installing and troubleshooting software
- Ensuring the application of necessary operating system and software patches and updates
- Archiving digital data and properly disposing of information technology hardware
- Escalating IT issues to the Technology Director, as necessary
- Undertaking and overseeing small to medium-sized IT projects as directed by the Technology Director
- Performing other duties as assigned

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES: In performing the duties of the position, the Information Technology Assistant must possess an in-depth understanding of computer systems and networks, as well as cyber security; have a general understanding of digital P25 radios; have proven experience in the troubleshooting of information technology hardware and software; and have excellent diagnostic and problem solving skills. An in-depth understanding of and demonstrated experience with database management software is desired, as well as an understanding of geographic information systems (GIS) and demonstrated experience with software utilized in the maintenance of GIS data. The Information Technology Assistant must also have excellent communication skills, including the ability to effectively work with users of varied technological skill and comfort levels.

ACCEPTABLE EXPERIENCE AND TRAINING: Graduation from a college, university, or technical school in the field of computer science or equivalent experience in the maintenance and troubleshooting of information technology hardware and software.

SPECIAL REQUIREMENTS: Must be capable of reading and understanding technical documentation and instructions; must possess, or be able to obtain by time of hire, a valid Virginia Driver's License and have a good driving record; and, must be able to satisfactorily pass a criminal background check in accordance with the FBI CJIS Security Policy.

SELECTION GUIDELINES: Formal application; review of education and experience; oral interview; criminal background check; final selection. A pre-employment physical may be required.

PHYSICAL DEMANDS AND WORK ENVIRONMENT: While performing the duties of this job, the employee is frequently required to sit; stand; use hands to finger, handle or feel objects, tools, and controls; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. Specific vision abilities include close vision, distance vision, color vision, and peripheral vision, and the ability to adjust focus. Work is typically performed in office and/or computer room settings, but will occasionally require working in dusty locations or outside when involving the installation and/or maintenance of information technology in County vehicles, etc. The noise level in the work environment is usually low to moderate. The continuous ability to communicate by phone is necessary, as well as the regular use of personal computers, servers, printers, copiers, scanners, and other electronic devices. Regular handling of fragile computer components and large components weighing in excess of 50 pounds is required. Contact is made with staff at all levels of County government. Work activity after normal duty hours and occasional weekend duties are necessary. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EVALUATION: Performance will be evaluated on the ability and effectiveness in carrying out the above responsibilities.

EFFECTIVE DATE: November 27, 2019