

## **DEPARTMENT IT SUPPORT SPECIALIST I**

### **DEFINITION OF WORK**

This is technical work providing support of computer and/or video systems within a County department or office including hardware and software installation, upgrades, troubleshooting, and end user support and training; or providing system server administration and support for operating systems such as Linux, UNIX and Windows Enterprise and vendor specific servers. Work may include supervision or related duties as required.

### **EXAMPLES OF WORK**

Installs, troubleshoots and repairs computer systems' hardware and peripheral equipment, personal computers, work stations, printers, servers, facsimile machines, cables, etc.; provides user support and/or training as needed; maintains anti-virus server and all client-side installations; maintains network email system, maintain network security system, maintain network filter system, maintain Integrated Library Circulation/Catalog System and associated servers; maintains Jail video visitation system, Courthouse video arraignment system, and video surveillance systems at all locations; assists in the maintenance of computer systems and in updating computer software; troubleshoots network connectivity; troubleshoots and assists users with Records Management and Jail Management systems; provides state-record statistical reports; identifies and recommends software packages; obtains pricing information from vendors; prepares bid documentation for computers and related equipment; and identifies software uses and recommends packages. Work may involve installation, configuration, operation, maintenance and update of server system hardware, software and related infrastructure which includes performing diagnostics, resolving and documenting hardware/software problems, monitoring and maintaining central servers, scheduling and monitoring system backups and monitoring and maintaining security program(s); providing system statistical and ad hoc reports; programming, maintenance and monitoring E-mail servers to insure continued service of incoming and outgoing electronic email; creating, customizing and maintaining websites; assisting with basic computer maintenance tasks; and providing helpdesk services; maintenance and monitoring of all other library servers; and creating and providing user guidelines, procedures and instructions on new library technology. Employees may serve as backup to Department IT Support Supervisor on weekends and after hours for maintenance and support of automation/LAN systems.

### **EMPLOYMENT STANDARDS**

#### **Education and Experience:**

Graduation from a four-year college or university with a major in computer science, information technology or related discipline and six (6) months experience in the administration of a computer system similar to the one to be supported or six (6) months experience in the installation, network configuration, maintenance and repair of computer hardware and related equipment; or an Associate's degree with a degree in computer science, information technology or related field and two and one-half (2½) years experience in the administration of a computer system similar to the one to be supported or (2½) years experience in the installation, network configuration, maintenance and repair of computer hardware and related equipment; or an equivalent combination of education and experience.

**Knowledge, Skills, and Abilities:**

Extensive knowledge required of current hardware, operating systems and software applications. Thorough knowledge of system development methods used for the development of new systems and enhancements to existing information systems. Thorough knowledge of advanced concepts and basic operating principles of data communication and information systems hardware and software. Thorough knowledge of system development methods used for the development of new telecommunication systems and enhancements to existing telecommunication systems. Thorough knowledge of advanced principles, theories, techniques, and methods of information system analysis and programming. Considerable knowledge of the capabilities and limitations of computers and related peripheral equipment and information technology. General knowledge of the principles and methods used in obtaining maximum utilization of computing equipment. General knowledge of the particular office or business functions supported. Working knowledge of contemporary and generative programming languages and techniques. Ability to properly research and learn ever-evolving technology concepts and apply them to computer systems. Ability to gather and analyze facts, draw conclusions, define problems and suggest solutions. Ability to adapt, integrate, and modify existing programs or vendor supplied packaged programs for use with existing information systems. Ability to conduct training and informational sessions which increase participants' knowledge and ability to utilize information technology and telephony hardware and software. Ability to establish and maintain effective work relationships. Ability to communicate effectively.

**SPECIAL REQUIREMENTS**

Must have personal vehicle available to perform duties at various county locations. Some positions within classification may require a valid North Carolina driver's license. Background check with law enforcement agency required. Condition of Employment: Each applicant who is tendered an offer for employment for any position with Cumberland County shall be tested for the use of drugs specified in the County policy. Refusal to submit to testing or a confirmed positive test shall be basis for withdrawal of the conditional employment offer.

**ADA REQUIREMENTS**

Tasks are generally performed without exposure to adverse environmental conditions such as dirt, dust, pollen, odors, wetness, humidity, rain, fumes, temperature and noise extremes, machinery, vibrations, traffic hazards, toxic agents, violence, disease or pathogenic substances. Employees may work in confined areas. Occasional work in dirty and/or dusty areas behind and underneath furniture. Daily work may subject the worker to electrical currents.

**PHYSICAL REQUIREMENTS**

Tasks involve the regular and, at times, sustained performance of moderately physically demanding work, typically involving some type of climbing and balancing, stooping, kneeling, crouching, and crawling, and that may involve the lifting, carrying, pushing, and/ or pulling of moderately heavy objects and materials (40-75 pounds).