

## **DEPARTMENT IT SUPPORT SPECIALIST II**

### **DEFINITION OF WORK**

Under general direction, positions provide technical and analytical support to a County department or office in the areas of troubleshooting, security, network system administration including hardware and software, and computer network products and services. Work may include diagnosing and resolving hardware, software and server problems.

### **EXAMPLES OF WORK**

Provides network support for multiple integrated operating; provides network architecture support including configuring routers, switches, and active directory; troubleshoots and resolves problems related to local area network and microcomputers; installs, configures, and maintains jail video visitation, court video arraignment, jail pod control panel, computer networking hardware and software; installs software on microcomputers, initializing systems, installing and upgrading vendor application software, updating operating systems, and applications; provides technical assistance to users and staff to include help desk services; coordinates projects to implement new network and PC technologies; and writes procedures, user guides and other pertinent instructions with the implementation of new technology. Work may include installing, troubleshooting and repairing systems' hardware and peripheral equipment including personal computers, work stations, printers, servers, facsimile machines, cables, etc.; maintaining database of computer equipment; assisting in the maintenance of laptops and in updating computer software systems; providing user support and/or training as needed; performing daily backups of servers and file storage; performing upgrades of system hardware as needed; obtaining pricing information from vendors; preparing bid documentation for computers and related equipment; identifying software uses and recommending packages; installing software on workstations; and performs related work as required.

### **EMPLOYMENT STANDARDS**

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

Graduation from a four-year college or university with a major in computer science, information technology or related field and one and one-half (1½) years of experience that includes installing, maintaining and repairing computer hardware and related equipment or network configuration; or an Associate's Degree in computer science, information technology or related field and three and one-half (3½) years experience that includes installing, maintaining and repairing computer hardware and related equipment or network configuration; or an equivalent combination of education and experience.

#### **Knowledge, Skills, and Abilities:**

Working knowledge of the: methods, procedures and policies of Cumberland County as such pertains to the performance of the essential duties of Department IT Support Specialist II; principles and practices of computer hardware installation and repair and computer software application; laws, ordinances, standards, and regulations pertaining to the essential duties and responsibilities of the position; and the organization of the department/office and of related departments and agencies. Ability to technically evaluate, test, and develop guidelines for implementation; consult on the network and network services, problem solve, and design; determine needs and research new technology additions and improvements to the network;

maintain network management systems or telecommunications networks (data, voice, video and voice over IP), network architecture, network systems administration, network services, and converged network services; install, configure, troubleshoot, and repair data circuits, lines, and switches; and resolve network-related work requests and projects to ensure adherence to technical specifications and/or agency/institutional standards. Ability to establish and maintain cooperative and effective relationships with intra- and interdepartmental personnel, as well as any external entities with which position interacts.

### **SPECIAL REQUIREMENTS**

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**

Work is mostly performed in an office setting. 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 (desks, tables, etc.). 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).