

## **DEPARTMENT IT SUPPORT TECHNCIAN I**

### **DEFINITION OF WORK**

Under general supervision, positions are responsible for providing technical assistance and on-going support to computer users within a County department or office. Employees provide support for personal computers, software programs, telephonic equipment, audio visual, graphics, printers, RFID systems, gaming equipment and other computer peripherals. Assistance is provided in the form of installation, repair, maintenance, and training. Employees trouble-shoot problems, provide hardware and software support, and offer technical advice to users on items such as software packages. If standard techniques do not resolve the situation, employees will refer the users/clients to the appropriate technical professional. Work may include maintenance of inventory records of county hardware and software and providing helpdesk service.

### **EXAMPLES OF WORK**

Work assignments include troubleshooting and repairing system hardware and peripheral equipment which may include personal computers, laptops, servers, workstations, printers, facsimile machines, microfilm machines, RFID systems, cables, and other related equipment; performing preventative maintenance equipment; providing desktop support for multiple integrated operating systems; installing software on computers, initializing systems, installing and upgrading vendor application software, updating operating systems, and applications; identifying user software needs and researching/recommending products and systems and applications; monitoring and cleaning spyware and viruses from computer equipment; providing technical assistance in person or by remote connection to staff as needed; training employees on new and existing microcomputer hardware and software, and computer applications as required; communicating with vendors on problems of nonstandard nature; testing systems for operability after software installs and updates are completed; monitoring computer system equipment for inappropriate use and condition; troubleshooting customer connection problems with wireless network; and installing, terminating, and testing network and phone cables. Work also includes installing, repairing and supporting telephonic equipment, audio visual equipment RFID systems and gaming systems; and may include designing and maintaining the department/office web site. Performs related duties as required.

### **EMPLOYMENT STANDARDS**

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

Graduation from a technical school or community college with a degree in computer science, information technology or related field and one and one-half (1½) years experience that includes PC hardware/software support involving installation, repair, maintenance, and/or training; or an equivalent combination of education and experience. Specific knowledge of the particular software or systems supported may be required.

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

Considerable knowledge of: basic operating principles of data communication and information systems hardware and software; computers and related information technology devices; and the software packages utilized. Working knowledge of principles and practices of computer hardware installation and repair and computer software application; and contemporary and

generative programming languages and techniques. Ability to: gather and analyze facts, draw conclusions, define problems and suggest solutions; adapt, integrate, and modify existing programs or vendor supplied packaged programs for use with existing information systems; conduct training and informational sessions which increase participants knowledge and ability to utilize information technology and telephony hardware and software; establish and maintain effective working relationships; and communicate effectively.

### **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.

Library Positions - Must have or achieve A+ certification within 6 months of hire date. Preference will be given to applicants with certification in A+, Network+, MCSA/MCSE and CCNA.

### **ADA REQUIREMENTS**

The majority of work is conducted in a typical office setting with minimal hazardous work conditions present. Requires the ability to perform coordinated movements in the use of various hand and power tools and in the use of office equipment. Some tasks require the ability to perceive and discriminate colors or shades of colors. Some tasks require the ability to perceive and discriminate sounds. Some tasks require the ability to perceive and discriminate odors. Some tasks require visual perception and discrimination. Some tasks require oral communications ability. Tasks may risk exposure to adverse environmental conditions, such as electrical currents, dusts, odors, and machinery.

### **PHYSICAL REQUIREMENTS**

Tasks involve regular and sustained performance of moderately physically demanding work, typically involving some combination of climbing and balancing, stooping kneeling, crouching, and crawling, and that generally involves lifting, carrying, pushing, and/or pulling of moderately heavy objects and materials (20-50) pounds. Work involves lifting and moving items up to 50 lbs. such as monitors, computers, printers, scanners, TVs, etc.