

DEPARTMENT IT SUPPORT TECHNICIAN II

DEFINITION OF WORK

This is technical work in providing support to clients of computer or other information technology based systems. Employees are located in various County departments/offices. Employees provide support in the form of requisitioning, installation, repair, upgrades, relocations, maintenance, programming, security and training. Employees provide technical assistance to department employees and other clients regarding personal computers, software programs, telephonic equipment, audio visual, printers, gaming systems and other computer peripherals. Employees may provide assistance with website management, website design, website editing, database design, and server maintenance. This level requires a knowledge and understanding of a wide variety of technologies to effectively support clients' technical needs. Employees at this level may provide routine support for a broad range of information related technologies, or may provide in-depth support for a narrowly defined area of technology (e.g., positions performing complex technical duties in providing election services and assistance in the programming, installation, operation, maintenance, for RFID Circulation systems and gaming systems, and security for County voting machines).

EXAMPLES OF WORK

Employees may supervise, schedule, evaluate, and train Department IT Support Technician I's performing work associated with maintenance and troubleshooting of computer systems, telephone systems, gaming equipment and audiovisual equipment; coordinate and prioritize setting up and configuring peripherals and communication devices; coordinate the creation and installation of cables attached to these devices; work with cabling contractors to determine the type of wiring and equipment necessary to complete any network connection; and create building wiring diagrams; design and maintain databases to address business needs; manage servers, user accounts, and user permissions; design, build, or maintain internal and external web sites; and manage asset inventory and supplies of audio visual, telephonic, network switches, access points, gaming equipment, computer hardware and software using various database applications. Employees install, repair, and support desktop/laptop computers, peripherals, and software; provide desktop support for multiple integrated operating systems; and install, repair, and support telephonic equipment, audio visual equipment and gaming systems. Work may also include performing programming, maintenance, troubleshooting and repair of voting machines and automation to include mother/daughter boards, power supplies and fans, solenoids; and other electronic and mechanical components; developing and managing the security plan; providing training in the proper installation and operation of automation equipment and voting machines; monitoring operation, identifying malfunctions attributed to equipment, and taking corrective action; upgrading firmware on the voting equipment; testing and certifying each piece of voting equipment; writing test scripts for logic & accuracy testing; and troubleshooting connections and conduct connection repairs on computers. Employees may provide helpdesk services; create and provide 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. Work includes other related duties and responsibilities as assigned.

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 three 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:

Thorough knowledge of: federal, State, and County laws, policies, and procedures pertaining to the essential duties of the position; system development methods used for the development of new systems and enhancements to existing information systems; advanced concepts and basic operating principles of data communication and information systems hardware and software; and system development methods used for the development of new telecommunication systems. Working knowledge of: 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; 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 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

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 be exposed to electric currents.

PHYSICAL REQUIREMENTS

Tasks involve exerting moderate, though not constant physical effort, typically involving some combination of climbing and balancing, stooping, kneeling, crouching, and crawling, and which may involve some lifting, carrying, pushing and/or pulling of objects and materials of considerable weight (50 pounds).