

AUGLAIZE COUNTY

An Equal Opportunity Employer

POSITION DESCRIPTION

Cover Page 1 of 2

Agency:	Board of Commissioners	Employee Name:	
Class Title:	Information Technologist	Position Title:	Tech Support
Class Number:	69922BC	Position Number:	01:700101.0
Dept./Div.:	Information Technology	Civil Service Status:	Classified
Unit:	N/A	Employment Status:	Full-time
Reports To:	Computer Operations Manager	FLSA Status:	Nonexempt
EEO Status:	(03) Technicians	DOT/O*Net Code:	15-1151.00
		Normal Work Hours:	Weekdays 8 a.m. – 4:30 p.m.

GENERAL DESCRIPTION:

Under general supervision, provides support and service to county technology systems, technology components, including support for the 300+ user local area network (LAN), Cisco VOIP phone system, audio and video systems, video surveillance systems, and alarm systems; assists with monitoring and maintenance of technology systems and components; documents system and component performance and problems; promotes system security and awareness by adhering to county IT security policies and standards.

QUALIFICATIONS: An example of acceptable qualifications:

Associate's degree in computer science, electronic engineering, or other related discipline; or LAN certification or related certification; or one (1) year experience maintaining all aspects of a small to medium size LAN; or any equivalent combination of training and experience.

LICENSURE OR CERTIFICATION REQUIREMENTS:

Must possess a valid Ohio driver's license and maintain insurability under the county's vehicle insurance policy.

EQUIPMENT OPERATED: The following are examples only and are not intended to be all inclusive.

Personal computers, printers, copy machine, fax machine, calculator/adding machine, telephone, USB flash/hard drives, network servers, network switches, scanners, tablets, cell phones, security cameras, surveillance systems, phone systems, tools, rolling cart, other standard business office equipment, and computer and network hardware.

INHERENTLY HAZARDOUS OR PHYSICALLY DEMANDING WORKING CONDITIONS:

The employee works with and around electrical cables, outlets, and other electrical devices; must lift and move servers, personal computers, printers, and other hardware; ascends and/or descends ladders, stairs, or scaffolds; is exposed to possible injury as a result of electrical shock; is exposed to possible injury as a result of falling from high places.

Note: In accordance with the U.S. Department of Labor physical demands strength ratings, this is considered medium work.

Developed by:

Date Adopted:

Clemans, Nelson & Associates, Inc.

Date Revised:

Dublin, OH 43017

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This position description in no manner states or implies that these are the only duties and responsibilities to be performed by the position incumbent. My (employee) signature below signifies that I have reviewed both the Cover Page(s) and the Inside Page(s) of my position description, and that I understand the contents of the position description.

(Approval of Appointing Authority)

(Date)

(Employee Signature)

(Date)

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Class Number:	69922BC	Position Number:	01:700101.0
Dept./Div.:	Information Technology	Reports To:	Computer Operations
Unit:	N/A		Manager

JOB DESCRIPTION AND WORKER CHARACTERISTICS:

JOB DUTIES in order of importance

ESSENTIAL FUNCTIONS OF THE POSITION: For purposes of 42 USC 12101:

- 50% (1) Works with elected officials/department heads to provide timely support and service to the county technology systems, technology components, and local and remote users; performs routine analysis of county technology systems (e.g., LAN, alarms, surveillance, audio and visual, etc.) and system components (e.g., tablets, smart phones, laptops, servers, personal computers, telephones, printers, software, etc.) to promptly identify operational and performance related issues; repairs county technology systems and systems components as necessary once problem has been identified seeking assistance of department personnel and/or supervisor as determined by scope of project or problem; assists end users with setup, installation, and operation of county-owned or leased technology as directed or assigned; creates, modifies, and deletes user accounts establishing appropriate access rights corresponding to user while strictly adhering to direction provided by computer operations manager and/or assistant manager and policy; promotes system security and awareness by adhering to county IT security policies and standards; drives motor vehicle to gain access to various worksites throughout county to perform duties.
- 20% (2) Assists computer operations manager and assistant computer operations manager to monitor and maintain technology systems and related components at county facilities utilizing protection software, daily backup procedures, and other tools to ensure efficient function and security of all county technology systems and data and information stored on the county information systems at all county facilities; maintains network, hardware, audio, video, alarm, software and related components to prevent operational issues and ensure optimal performance; installs hardware and software as directed by computer operations manager and/or assistant computer operations manager; assists computer operations manager and assistant computer operations manager with technology upgrades, repairs of technology components, and projects as directed; downloads video from video equipment and surveillance system as directed; drives motor vehicle to gain access to various worksites throughout the county to perform duties.
- 20% (3) Documents county technology system and component problems and resolution thereof following established procedure.
- (4) Maintains required licensures and certifications.
- (5) Demonstrates regular, predictable, and punctual attendance.

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(6) Meets all job safety requirements and all applicable OSHA safety standards that pertain to essential functions.

(7) Attends professional education and training sessions, seminars, and workshops as directed.

OTHER DUTIES AND RESPONSIBILITIES:

10% Performs other duties as required.

MINIMUM ACCEPTABLE CHARACTERISTICS: (* indicates developed after employment)

Knowledge of: computer science; systems analysis; data processing techniques and procedures; data security; Active Directory; Exchange Server; county software (e.g., Microsoft Office, Windows Desktop OS, Microsoft Windows Server, antivirus, etc.); government structure and process*; department goals and objectives*; department policies and procedures*; telecommunications equipment installation, maintenance, and repair; networks; computer and computer network installation, maintenance, and repair; public relations; office practices and procedures; network management.

Skill in: data entry; computer operation; use of modern office equipment; computer mechanics; troubleshooting, use, and operation of computers, printers, network, hardware, software, etc. (e.g., Microsoft Office, Windows Desktop OS, Microsoft Windows Server, antivirus, etc.); motor vehicle operation.

Ability to: interpret extensive variety of technical material in books, journals, and manuals; deal with variety of variables within somewhat unfamiliar context; define problems, collect data, establish facts, and draw valid conclusions; deal with nonverbal symbols in formulas, equations, or graphs; prepare accurate documentation; train or instruct others; understand technical manuals and/or verbal instructions; understand a variety of written and/or verbal communications; develop and maintain effective working relationships; lift up to 50 pounds; operate computer equipment; apply concepts of algebra and/or geometry; maintain records according to established procedures; safeguard information of a sensitive or confidential nature.

POSITION NUMBERS AND CLASS TITLES OF POSITIONS DIRECTLY SUPERVISED:

None.

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