

SUSQUEHANNA COUNTY POSITION DESCRIPTION

TITLE: IT TECHNICIAN II
DEPARTMENT: INFORMATION TECHNOLOGY
LOCATION: SUSQUEHANNA COUNTY COURTHOUSE
REPORTS TO: DIRECTOR OF IT/GIS COORDINATOR
POSITION STATUS: FULL TIME, NON-UNION
GRADE: 7

GENERAL:

Under indirect supervision, and for all County departments and facilities, this position requires the knowledge and technical ability to provide Tier II technical support, troubleshooting, and problem resolution for diverse software applications, hardware systems, endpoint devices, and network resources; implement and support IT initiatives; perform varied technical assistance and maintenance duties; coordinate, maintain, document and update applicable records; perform moderately advanced technological systems support, maintenance, and testing for proper upkeep of systems; and provide individual and/or group instruction and training to County employees, elected officials, department personnel and other authorized users on new or updated technologies.

Minimum Requirements:

- High school diploma or GED; at least 2 years of experience directly related to the duties and responsibilities specified.
- Higher education and/or experience that is directly related to the duties and responsibilities specified may be interchangeable on a year for year basis.

Duties and Responsibilities:

- Performs Tier II technical support, troubleshooting, and problem resolution on diverse software applications and hardware systems for County employees and departments.
- Coordinates, maintains, and updates and documents applicable records such as, but not limited to, network users, security, and tracking inventory levels of equipment, documentation, and materials.
- Performs moderately advanced technological systems support, maintenance, and testing for proper upkeep of systems; troubleshoots, analyzes, and resolves moderately complex system hardware, software, and network failures and conflicts.
- Participates in the review, evaluation and recommendation of solutions relating to hardware and software acquisitions and/or network updates.
- Participates in research and development initiatives and provides assistance in the implementation of new technologies.
- Serves as a primary project member on technology projects with moderate scope and impact; may provide guidance and integration of other staff work. May participate on technology projects with large scope and broad organizational impact.
- Performs the installation, configuration, maintenance, deployment, and troubleshooting of computers, workstations, and related technology equipment and devices.
- Performs the enrollment, configuration, deployment, security management, application management, and troubleshooting of mobile devices through Microsoft Intune and related mobile device management (MDM) technologies.
- Maintains currency of knowledge with respect to technology, equipment, applicable laws, regulations, standards and/or systems.
- Assists with management and support of physical security systems, including access control and video.

- Assists with patching and maintenance of software and the County enterprise technology environment.
- Provide support for election preparation, election day roving, and election night tabulation as needed.
- Assist with management and monitoring of cyber security platforms, including MFA and EDR systems.
- Serves as a point of contact for IT service requests; evaluates, prioritizes, documents, and tracks support incidents and service requests through the ticketing system.
- Provides training and guidance to County employees on computer security best practices.
- Make updates to the County webpage as necessary.
- Performs miscellaneous job-related duties as assigned.

Knowledge, Skills and Abilities Required

- Knowledge of a wide range of computer systems software, applications, hardware, networking, and communications.
- Ability to perform preventive maintenance on systems software, applications, hardware, networking, and communications.
- Knowledge of current technological developments/trends in area of expertise.
- Knowledge of cybersecurity best practices, security awareness principles, and common methods used to protect County systems, accounts, devices, and data.
- Ability to provide technical guidance and functional direction to other technical support staff.
- Strong interpersonal and communication skills and the ability to work effectively with a wide range of County employees, elected officials, department heads, vendors, and other users with varying levels of technical knowledge.
- Ability to determine computer problems and to coordinate hardware, software, and/or network solutions.
- Ability to independently analyze, troubleshoot, and resolve moderately complex hardware, software, network, endpoint, and user access problems.
- Ability to communicate technical guidance and instruction to users on the use of PC and/or enterprise applications, computer systems, and technology services.
- Ability to provide off-hours support, 24/7, if needed.

Physical Requirements:

- No or very limited physical effort required.
- Work is normally performed in a typical interior/office work environment.
- Moderate physical activity. Requires handling of average-weight objects up to 25 pounds and/or standing and/or walking an average of four (4) hours per day.

Special Requirements:

- Successful candidate must pass the County required pre-employment background check that indicates there are no criminal convictions
- Successful candidate must pass the County required pre-employment drug screening with negative results
- Must meet and comply with Susquehanna County's Employment and Acceptable Use Policies.
- Must be able to handle confidential data, the disclosure of which is protected by law.

DISCLAIMER:

The above statements are intended to describe the general nature of and level of duties being performed by a person assigned to this position. They are not intended to be constructed as an exhaustive list of responsibilities, duties and skills required to perform this position.

I HAVE READ THE ABOVE POSITION DESCRIPTION AND FULLY UNDERSTAND THE REQUIREMENTS SET FORTH THEREIN. I HEREBY ACCEPT THE POSITION INFORMATION TECHNOLOGY TECHNICIAN AND AGREE TO ABIDE BY THE REQUIREMENTS AND DUTIES SET FORTH. I WILL PERFORM ALL DUTIES AND RESPONSIBILITIES TO THE BEST OF MY ABILITY.

Date: _____

Signature Employee

Date: _____

Signature Department Head

In compliance with the Americans with Disabilities Act, the Employer will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the Employer.