

## SUSQUEHANNA COUNTY POSITION DESCRIPTION

**TITLE:** IT APPLICATION SUPPORT/TRAINER  
**DEPARTMENT:** INFORMATION TECHNOLOGY  
**LOCATION:** SUSQUEHANNA COUNTY COURTHOUSE  
**REPORTS TO:** DIRECTOR OF IT  
**SUPERVISES:** NONE  
**POSITION STATUS:** PART-TIME; NON-UNION ELIGIBLE  
**SALARY:** \$16.47 PER HOUR

### GENERAL SUMMARY:

In addition to providing IT support, this position will provide County employees with user training and support.

### Minimum Requirements:

- Must be able to maintain a positive attitude and exhibit professionalism while handling support issues
- Must be able to work as a member of a team, and work with all members of the company
- Requires strong written, verbal communication and interpersonal skills
- Must be able to communicate at different levels of technical acumen
- Must have an aptitude for support of PC-based applications and the ability to learn line of business applications, as well as support internally developed applications

### Duties and Responsibilities:

- Train users on basic and advanced features of supported applications.
- Train users in a variety of settings on computer security best practices.
- Updates the County webpage.
- Hosts trainings and learning opportunities for County staff.
- Acts as point of contact for IT Department and enters support calls into the ticketing system.
- Participates in Infrastructure Team meetings, as required, and meets to discuss activities, solutions, and recommendations for improvement.
- Additional duties as assigned

### Physical Requirements:

- Must be able to work well under busy circumstances and multi-task

### Special Requirements:

- The incumbent must have passed the Susquehanna County Background Check with no record of criminal convictions.
- The incumbent must meet and comply with Susquehanna County's Employment and Acceptable Use Policies.
- The incumbent 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 OF CLERK OF COURTS 1<sup>ST</sup> DEPUTY 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.*