

SUSQUEHANNA COUNTY POSITION DESCRIPTION

TITLE: IT TECHNICIAN II
DEPARTMENT: INFORMATION TECHNOLOGY
LOCATION: SUSQUEHANNA COUNTY COURTHOUSE
REPORTS TO: DIRECTOR OF IT/GIS COORDINATOR
RATE: \$18.94/HOUR
POSITION STATUS: FULL TIME, NON-UNION

GENERAL:

Under indirect supervision, and for all County departments and facilities, this position requires knowledge and capability required to perform general problem solving and assistance on diverse software applications, hardware systems, and networking requests; implement and support IT initiatives; perform varied technical assistance and maintenance duties; coordinate, maintain, and input 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 faculty, staff, and/or students 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 general problem solving and assistance on diverse software applications and hardware systems for department users and/or the university community.
- Provides individual and/or group instruction and training to faculty, staff, and/or students on new or updated technologies. May lead lower graded staff and/or student employees performing the same or similar type of work.
- Performs varied technical assistance and maintenance duties; maintains and updates record keeping system; documents projects; writes and maintains user instructions.
- Coordinates, maintains, and inputs applicable records such as, but not limited to, network users, security, and tracking inventory levels of equipment and materials. May input and reconcile billing information from record keeping system.
- Performs moderately advanced technological systems support, maintenance, and testing for proper upkeep of systems; may troubleshoot and resolve 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 and maintenance of computers, workstations and other related equipment and devices.
- 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.

- 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.
- 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.
- Basic knowledge of cyber security best practices.
- Records maintenance skills.
- Ability to provide functional direction to other technical support staff and/or student employees.
- Strong interpersonal and communication skills and the ability to work effectively with a wide range of constituencies in a diverse community.
- Ability to determine computer problems and to coordinate hardware, software, and/or network solutions.
- Ability to analyze and resolve computer problems.
- Ability to communicate technical guidance and instruction to users on the use of PC and/or mainframe applications and systems.
- 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.