

JOB TITLE: IT TECHNICIAN
DEPARTMENT: Technology
SUPERVISOR: IT Manager
SUPERVISION EXERCISED: None
SALARY RANGE:
EXEMPT STATUS: Non-Exempt
LAST REVISION: 01/28/2014

Job Scope

Summary: The IT Technician supports the activities of the Bonner County Technology Department under the supervision of the Technology Director who directs and oversees the administration of the County's communication and internet technology functions including Public Safety Communication and Information Technology, 911 and GIS. The IT Technician will support a wide range of technical activities associated with the County's computing and communication assets and assist users to efficiently use IT resources to solve County related work assignments, projects and programs. These support activities may be face-to-face interactions with users, support over the phone or remote access of user's computers while diagnosing and solving computer related problems. Other activities may include management of network resources to enable user's requirements and inventory, recommend specifications, deployment, installation and configuration of computer systems, servers and other network resources.

Other Information: Incumbent performs a wide variety of work requiring a high degree of technical knowledge of IT resources and must possess excellent customer-oriented communication skills. Incumbent continuously communicates technical issues and resolutions of computing problems to County staff that may have various levels of technical knowledge. Incumbent communicates, as well, with colleagues and contractors concerning the optimum strategy for solving user's problems and recommends processes for improving the delivery of technology resources such as hardware and software to the County. Incumbent's actions and activities are essential to maintain the county's computing resources and therefore, the County's mission. Work is typically performed both indoors and occasionally outdoors and may involve almost any aspect of deploying computer resources in a County level government, for example, everything from cable installation to server configuration. Work requires occasional travel within and outside the county.

Essential Functions

The essential functions include, but are not limited to, the following duties and responsibilities. Duties are not listed in any particular order of priority and may be amended or added to by the county at any time:

Support Users:

- Support desktop users specifically with hardware and software; must include expert knowledge of supporting MS Office
- Coordinate with colleagues the appropriate configuration, set up, and delivery of computer-related equipment and software

- Troubleshoot and repair desktop technologies, printers, and handheld devices
- Provide Help Desk telephone assistance including evaluating, categorizing, and prioritizing, and resolution of a broad range of user problems
- Respond to Help Desk e-mail requests, log issues, and follow up in a timely manner
- Install and configure user's desktop software
- Configure user domain account management, remote network access, and other user requests
- Provide resolution of issues relating to user accounts and associated software/hardware problems
- Assist with departmental moves, adds, upgrades and changes
- Assist with anti-virus and security patch deployment and follow-up

Manage Network and IT Enterprise Infrastructure:

- Manage medium sized network configurations addressing availability, security, efficiency, flexibility and robustness.
- Deploy, configure and maintain Lans, Wans, Intranet and other network infrastructure projects
- Evaluate, assess and recommend new industry hardware in support of future purchases and deployment
- Remain current on technical problems and resolutions within the hardware industry as they relate to our environment
- Configure and administer servers, network switches, routers, access control devices, and wireless and monitoring platforms
- Implement SSL/VPN and network monitoring support requirements
- Perform in-depth network services monitoring and troubleshooting
- Evaluate and deploy new services and functions as needed, coordinating team, vendor and contractor operations
- Experience with deploying and managing MS software licenses.
- Provide occasional off-hours support
- Support disaster recovery for core IT resources

Secondary Functions

- Performs all other duties as assigned.

Job Specifications

- Combination of extensive knowledge, skills and abilities so as to effectively perform the necessary functions of this position
- Bachelor's or equivalent combination of work and experience in computer science or related field

- Minimum of seven years of technical experience in computer support and network administration, preferred
- In-depth knowledge of network principles and protocols
- Solid troubleshooting skills as well as excellent communication and customer service skills
- Ability to deploy and configure all the core components of a LAN network infrastructure
- Knowledge of network monitoring tools
- Desktop support experience working specifically with hardware and software support ; must include expert knowledge of MS Office
- Ability to work effectively and independently in a fast-paced team environment
- Experience with helpdesk and end user support
- A+, MCSE or similar certification preferred
- Knowledge of Web and geospatial technologies a plus
- Must possess a valid driver's license.

Working Conditions

Ability to perform the physical activities necessary to complete the essential functions of the job. Requires continual communication (hearing and talking, both in person and over the telephone). Requires good general vision. Most work will occur in an office setting, with occasional field work. Work will also involve frequent interruptions with urgent deadlines. Occasional travel outside the area is required.