Classification Title: Information/Technology Specialist

FLSA Status: Exempt

BRIEF DESCRIPTION: Provides technical assistance and automation support for a specific system, to a department or group of users. Maintains automated systems, technology, equipment and software, providing 24/7 system coverage to the County and/or state and local agencies.

ESSENTIAL FUNCTIONS:

This information is intended to be descriptive of the key responsibilities of the position. The following examples do not identify all duties performed by any single incumbent.

S Sedentary	L Light	M Medium	H Heavy	V Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

#	Code	Essential Functions
1	S	Works with customers in the maintenance of various systems within the County that could include voice and data applications, network systems and servers and their related applications. Research and recommends budget items for assigned work group and assigned projects.
2	S	Programs, tests and/or repairs equipment or software. Responds to user requests for maintenance, upgrades and service. Initiates processes for streamlining services. Monitors equipment, maintains software and hardware products at current release levels, and performs related tuning activities. Troubleshoots hardware and software problems. Performs initial installation/configuration/coding work for projects and initiatives.
3	S	Investigates problems and recommends solutions associated with hardware, software, vendor performance and user satisfaction. Facilitates meetings with departments and users to improve or maintain service levels.
4	S	Pursues ways to streamline routine functions. Consults with departments to assist in the evaluation of new services. Evaluates new software for possible deployment and ensures appropriate releases for current versions are functional.
5	S	Maintains working relationships with vendors, monitors their contracts, and ensures compliance with all provisions. Works with vendors in researching and recommending new products and troubleshooting software problems or questions. May manage staff resources for an assigned project. Manages projects as assigned

CLASSIFICATION REQUIREMENTS:

CLASSIFICATION REQUIREMENTS	
Education	Associate's degree in Computer Science or related field.
Experience	Four years of experience in information systems support.
Equivalent Education & Experience Accepted?	Yes
Certification and Other Requirements	None
Reading	Intermediate
Math	Intermediate
Writing	Intermediate
Managerial	Receives General Direction.
Budget Responsibility	Has no budget responsibility.
Supervisory / Organizational Control	Work requires the occasional direction of helpers, assistants, seasonal employees, interns, volunteers or temporary employees.
Interpersonal / Human Relations Skills	Work requires frequent and regular contact with others in a direct reporting relationship and may involve contact with others outside of the direct reporting relationship. The purpose of the contact is to address specific issues and/or general policies. Contact may involve support of controversial positions or the negotiation of sensitive issues.

OVERALL PHYSICAL STRENGTH DEMANDS:

Sedentary X	Light	Medium	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS:
Copiers, fax machines, computers, printers and related software

PRIMARY WORK LOCATION	
X Office Environment	Shop
Clinic	Vehicle
Recreation Centers/Neighborhood Centers	Warehouse
Outdoors **(see 1 below)**	Other **(see 2 below)**

(1) N/A
(2) N/A

PROTECTIVE EQUIPMENT REQUIRED:
None.