



## IT Technician Information Technology

### JOB SUMMARY

This position provides technical support for end users as well as administrative duties in support of the information technology department operations.

### MAJOR DUTIES

- Responds to user-reported problems with hardware and software.
- Evaluates technical problems and applies appropriate techniques and solutions.
- Replaces faulty equipment or parts.
- Deploys new computer hardware; evaluates user office environment to suitable placement of equipment.
- Deploys new computer software.
- Deploys system upgrades.
- Maintains inventory of users' hardware and device configurations to assist with upgrades for software deployments.
- Assists with routine database backup procedures.
- Assists in purchasing, invoice maintenance and budget for the department.
- Performs related duties.

### KNOWLEDGE REQUIRED BY THE POSITION

- Knowledge of the installation, repair and maintenance of computer hardware, software and peripherals.
- Basic knowledge of the principles of computer networking.
- Knowledge of computer troubleshooting and repair principles.
- Skill in the analysis of problems and the development and implementation of efficient solutions.
- Skill in the preparation of clear and precise reports.
- Skill in basic budgeting principles.
- Skill in oral and written communication.

### SUPERVISORY CONTROLS

The Chief Information Officer assigns work in terms of general instructions. The supervisor spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the final results.

### GUIDELINES

Guidelines include information technology best practices and the office employee handbook. These guidelines are generally clear and specific, but may require some interpretation in application.

### COMPLEXITY/SCOPE OF WORK

- The work consists of related technical duties. The variety of hardware and software in use contributes to the complexity of the position.
- The purpose of this position is to assist information technology end users in the resolution of problems.

Success in this position contributes to the efficiency and effectiveness of office operations.

### **CONTACTS**

- Contacts are typically with other county employees, vendors, and members of the general public.
- Contacts are typically to provide services, to give or exchange information, or to resolve problems.

### **PHYSICAL DEMANDS/ WORK ENVIRONMENT**

- The work is typically performed while sitting at a desk or table or while intermittently sitting, standing, stooping, walking, bending or crouching. The employee occasionally lifts light and heavy objects, climbs ladders, and utilizes the sense of smell.
- The work is typically performed in an office, stockroom, or server room.

### **SUPERVISORY AND MANAGEMENT RESPONSIBILITY**

None.

### **MINIMUM QUALIFICATIONS**

- Knowledge and level of competency commonly associated with completion of specialized training in the field of work, in addition to basic skills typically associated with a high school education.
- Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with the completion of an apprenticeship/internship or having had a similar position for one to two years.
- Possession of or ability to readily obtain "Certified Evaluator" designation through the Florida Department of Revenue.