

# Delaware County

## POSITION DESCRIPTION

Title: Technical Support Specialist	Department: Commissioners
Reports to: Commissioner	FLSA Status: Non-exempt (Part Time as needed)
Approval Date: September 28, 2023	Revision Date: N/A

### **Position Profile**

The Technical Support Specialist provides hardware and software upgrades as they become available. The specialist troubleshoots issues that may arise and aids in the implementation, inventory and documentation for the system. This position regularly interacts with vendors, other agencies and offices for the installation, upgrading of the applications. This position will assist in design, developing and upgrading existing systems. This position will guide and assist in user training and application issues. The person will monitor, assess, fix and upgrade system and application issues so systems function uninterrupted. The Specialist supports operating systems, e-mail clients, other software being utilized. This position provides technical support for all types of issues affecting end users such as software problems, network breakdowns, and hardware failures.

### **Duties and Responsibilities**

- Identify and track glitches using conventional methods and insights
- Guides users on usage and security
- Fix devices such as printers, scanners, copiers and fax machines, etc
- Recommends replacement software, hardware, that is compatible with operating system when needed
- Performs routine system maintenance
- Monitors security for the system
- Install and test system and software upgrades
- May work with other offices for compatible communication between systems
- Create and maintain user accounts
- Advise the Commissioner of any requirements for maintenance or repairs
- Practice workplace safety
- Maintain up-to-date education regarding current developments in Information Technology
- Perform pre-winter, winter, spring and summer maintenance on roads
- Secure systems by utilizing back up and or access controls
- Comply with information security measures as per management and policy
- Move, add, change user equipment, such as cabling as required
- Plan and document system and security measures
- Upgrade computer systems with new releases and drivers and firmware
- Monitor and assess network traffic
- Provide support and patches for software for the operating systems
- Provides support for servers and the requirements of the infrastructure.
- Must be able to double up as System Administrator
- Must be able to install peripherals, including hard drives, monitors, keyboards, printers, scanners, copiers, faxes, etc.
- Perform other related duties

### **Qualifications**

Must be 18 years of age. Must possess a valid Class Oklahoma State Driver's License. Must possess a safe driving record. Required to pass an ODOT physical and drug screening prior to employment and continuously during employment.

### **Education and/or Experience**

High school diploma/GED preferred. Associates or Bachelor Degree in Computer Science, Engineering or related field and/or Applicable Certification. Related work experience of 1-3 years may be accepted.

### **Knowledge, Skills, and Ability**

- Must possess public interaction skills
- Effective verbal and listening communications skills
- Read, write, speak and understand the English language.
- Perform assigned tasks under nominal supervision.
- Follow written and verbal instructions.
- Establish and maintain positive relationships with managerial staff, co-workers, guests, and the general public. Work well alone or within a team.
- See problems and avoid situations that could be deemed illegal or represent a safety hazard to fellow employees or guests
- Logistical knowledge of supply accountability, hand receipting procedures, cyclic and annual inventories
- Basic Troubleshooting of PC, Audio/Visual, and LAN Hardware/software problems and reporting issues
- Up to Date knowledge of information technology
- Ability to perform tasks as outlined in the position profile
- Must poses public interaction skills
- Effective verbal and listening communications skills
- Read, write, speak and understand the English language.
- Perform assigned tasks under nominal supervision.
- Follow written and verbal instructions.
- Establish and maintain positive relationships with managerial staff, co-workers, guests, and the general public. Work well alone or within a team.
- Must have expertise with IT principles and be able to work with different operating systems such as Windows, Unix, Linux, or macOS.
- Maintain physical condition and stamina appropriate to performance of assigned duties.

### **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This position requires the employee be present on the job site to successfully complete tasks.

Delaware County requires employees wear uniforms, safety equipment and personal protection equipment while working. Delaware County will provide required uniforms, safety equipment and personal protection equipment as part of the compensation to employees.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently is required to stand; walk; and stoop, kneel, crouch or crawl. The employee is occasionally required to sit and climb or balance. The employee must regularly

push, pull, drag, lift and/or move up to sixty (50) pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus.

### **Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The employee is regularly exposed to an indoor office work environment. The noise level varies from light to moderate. Frequently uses personal computer system to perform job functions. The employee is regularly exposed to equipment that utilizes electricity/batteries in the performance of the job. The employee is regularly exposed to risks associated with travel between properties and back and forth to other areas as may be required due to business demands.

NOTE: The omission of specific statements or duties listed above does not exclude them from the position if the work is similar, related, or a logical assignment to the position. This job description does not constitute an employment agreement between Delaware County government and the employee, and is subject to change by Delaware County as the needs and requirements of the job change.

Delaware County is an Equal Opportunity Employer

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Read and Sign:

I have read the above job description and received a copy of said description. I understand and am fully aware of the requirements of the position. I hereby acknowledge and agree that I am capable of fulfilling all job duties and requirements, including the physical requirements, and that I am fully able to comply with the job description.

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Employee's Name (Printed)

Date

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Employee's Name (Signature)

Date

Date