



JOB DESCRIPTION

JOB TITLE:	Information Technology Technician	FLSA:	Non-Exempt
DEPARTMENT:	Information Technology	GRADE:	T2
REPORTS TO:	Information Technology Director	DATE:	06/13/2024

SUMMARY OF JOB PURPOSE:

Responsible for performing technical information systems duties related to the installation, maintenance and provision of user assistance for personal computer and network equipment.

ESSENTIAL FUNCTIONS:

This class specification lists the major duties and requirements of the job and is not all-inclusive. Incumbent(s) may be expected to perform job-related duties other than those contained in this document and may be required to have specific job-related knowledge and skills.

- Troubleshoots and resolves hardware and software problems.
- Installs, tests, documents and maintains desktop systems.
- Installs and customizes software and ensures that vendor hardware and software are functioning appropriately.
- Upgrades and modifies operating systems by installing new vendor releases.
- Instructs user department staff in the operation of hardware and software.
- May be required to drive a vehicle to and from other County facilities to provide services.
- Maintains peripheral equipment; reports need for vendor assistance.
- Prepares correspondence and a variety of written materials; prepares and maintains accurate records and documentation of activities.
- Contributes to the efficiency and effectiveness of the unit's service to its customers by offering suggestions and directing or participating as an active member of a team.
- Represents the County with dignity, integrity, and a spirit of cooperation in all relationships with staff and the public.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Education and Experience:

High School Diploma/GED; AND technical coursework in information technology; AND two (2) years of experience installing and troubleshooting computer hardware and software; OR an equivalent combination of education, training and experience.



INFORMATION TECHNOLOGY TECHNICIAN

Required Knowledge and Skills

Knowledge of:

- Basic IP networking knowledge.
- Use of specified computer applications involving word processing, office automation and/or standard report generation.
- Installation of personal computers software, and VOIP equipment.
- Documentation and user instruction methods and techniques.
- Principles of record keeping and records management.
- Correct business English, including spelling, grammar and punctuation.
- Techniques for dealing with a variety of individuals from various socio-economic, ethnic and cultural backgrounds, in person and over the telephone.

Skills in:

- Installing, maintaining and troubleshooting computer hardware and software.
- Using and instructing others in the use of computer hardware and software.
- Troubleshooting and correcting computer hardware and software problems.
- Maintaining accurate records of work performed.
- Preparing clear and concise documentation, user instructions, reports, correspondence and other written materials.
- Working without close supervision in standard work situations.
- Establishing and maintaining effective working relationships with those contacted in the course of the work
- Using initiative and independent judgment within established procedural guidelines.
- Contributing effectively to the accomplishment of team or work unit goals, objectives and activities.
- Dealing successfully with a variety of individuals from various socio-economic, ethnic and cultural backgrounds.

REQUIRED CERTIFICATES, LICENSES, AND REGISTRATIONS:

Continued employment is contingent upon all required licenses and certificates being maintained in active status without suspension or revocation.

- Nevada Driver's License.

PHYSICAL DEMANDS & WORKING ENVIRONMENT:

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.



INFORMATION TECHNOLOGY TECHNICIAN

PHYSICAL DEMANDS & WORKING ENVIRONMENT (continued):

Mobility to work in typical office setting and use standard office equipment; stamina to sit for extended periods of time; strength to lift and carry up to 50 pounds; vision to read printed materials and a computer screen, and hearing and speech to communicate over the telephone and radio systems.