Lake County
Information Technology Technician

BAND	GRADE	SUBGRADE	FLSA STATUS
B	2	1	Non-Exempt

NATURE OF WORK
The first level in the Information Technology Series provides technical support to County employees. Responsibilities may include implementing computer applications and programs; assisting with problem diagnosis and resolution; monitoring the County networks and servers for functional ability; collecting data; and preparing reports.

TYPICAL CLASS RESPONSIBILITIES: (These responsibilities are a representative sample; position assignments may vary.)	FREQUENCY	BAND/ GRADE
1. Monitors, configures, and maintains equipment and systems in assigned area of responsibility, taking appropriate corrective action or referring issues requiring escalation.	Daily 40%	B2
2. Provides technical support to end-users; coordinates technical support with vendors for installations, troubleshooting, repair, and/or maintenance issues.	Daily 20%	B2
3. Troubleshoots computer, communication, networking, and/or related system hardware and software problems to include providing technical assistance, evaluating and troubleshooting systems, and installing, upgrading, and configuring hardware, software, and peripheral equipment and devices.	Daily 20%	B2
4. Monitors and maintains appropriate levels of inventory and supplies to ensure efficient and effective operations, which includes the tracking of computer related assets.	Daily 10%	A1
5. Maintains departmental websites.	Occasionally 10%	B2
6. Performs other duties of a similar nature or level.	As Required	N/B

FUNCTIONAL SPECIFIC RESPONSIBILITES MIGHT INCLUDE:
The above classification responsibilities represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

LEVEL OF DECISIONS
Incumbents in this class are generally responsible for the outcome and performance of clearly defined objectives, applies standard operating policies and procedures, and may have limited responsibility in how to approach and perform technical support activities.
Applies basic skills and may develop advanced skill using established methods, equipment and techniques; work is routine and instructions are usually detailed.

DIRECTION RECEIVED
Incumbents apply procedures and standards to specific situations, and work under general supervision.

DIRECTION PROVIDED
Incumbents troubleshoot problems and issues commensurate with relevant experience.

TRAINING AND EXPERIENCE REQUIREMENTS
Associate's degree in Information Technology or related field; or an equivalent combination of education and experience.

LICENSING REQUIREMENTS
Incumbents in this class typically require:

- None.

KNOWLEDGE REQUIREMENTS

- Desktop support best practices;
- Troubleshooting techniques and procedures;
- Applicable hardware, software, and peripheral devices;
- Customer service principles;
- Computer networking principles;
- Multiple computer operating systems.

SKILL REQUIREMENTS

- Installing and configuring technological platforms, systems, and networks;
- Using computers and related software applications;
- Troubleshooting and resolving hardware, software, network, and peripheral problems;
- Providing customer service;
- Documenting procedures;
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

PHYSICAL REQUIREMENTS
Positions in this class typically require: reaching, fingering, grasping, feeling, talking, hearing, seeing and repetitive motions. Light Work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

CLASSIFICATION HISTORY	
DATE	**COMMENT**
July, 2017	Draft prepared by GBS (MO)

NOTE
The above position description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.