



Lake County Information Technology Specialist

BAND	GRADE	SUBGRADE	FLSA STATUS
B	2	2	Non-Exempt

NATURE OF WORK
<p>The second level in the Information Technology Series is responsible for providing technical support for County-wide computer hardware, software, database and telephone systems. Responsibilities may include installing software and hardware; creating system accounts; troubleshooting system problems; maintaining website and/or database; coordinating with vendors to maintain and enhance systems when necessary; providing technical trainings and support to employees; maintaining records and ensuring system security.</p> <p>This classification level is distinguished from Information Technology Technician. Incumbents in this by providing technical assistance for complex technical issues applying advanced skills to the position or specialization.</p>

TYPICAL CLASS RESPONSIBILITIES: (These responsibilities are a representative sample; position assignments may vary.)	FREQUENCY	BAND/ GRADE
1. Provides County-wide technical support, including troubleshooting, diagnosing, reporting, and resolving problems associated with applicable information technology network, servers, systems, and equipment; implements software and hardware changes and security updates.	Daily 40%	B2
2. Provides complex technical support and training to end-users by responding to questions regarding hardware and software malfunctions; conducts training sessions; researches technological solutions when necessary.	Daily 40%	B2
3. Creates user accounts and maintains user permissions.	Daily 15%	B2
4. Maintains logs and records related to daily activities; maintains databases and files; coordinates inventory and invoicing processes.	Daily 5%	A1
5. Performs other duties of a similar nature or level.	As Required	N/B

FUNCTION SPECIFIC RESPONSIBILITIES MAY INCLUDE:
<p>The above classification responsibilities represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.</p>

LEVEL OF DECISIONS
<p>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 explain various programs to participants.</p>

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

DIRECTION PROVIDED
<p>Incumbents troubleshoot problems and issues commensurate with relevant experience.</p>

TRAINING AND EXPERIENCE REQUIREMENTS
<p>Associate's degree in Information Technology or related field; 2 years related experience; or equivalent combination of education and experience.</p>



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LICENSING REQUIREMENTS

Incumbents in this class typically require:

- None.

KNOWLEDGE REQUIREMENTS

- Applicable hardware, software, and peripheral equipment;
- Applicable operating systems;
- Technology troubleshooting techniques;
- Customer service principles;
- Training principles;
- Recordkeeping principles;
- Computers and related software applications.

SKILL REQUIREMENTS

- Troubleshooting and repairing hardware, software, and peripherals;
- Installing hardware and software;
- Providing end-user support;
- Communicating technical information to a non-technical audience;
- Maintaining operational records;
- Training end-users;
- Using a computer and related software applications;
- Communication, interpersonal skills as applied to interaction with subordinates, 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.