### JOB DESCRIPTION
Information Technology Technician

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Information Technology Technician</th>
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<tbody>
<tr>
<td>Department:</td>
<td>Information Technology</td>
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<tr>
<td>Classification:</td>
<td>Grade 28 (Non-contract)</td>
</tr>
<tr>
<td>FLSA Status:</td>
<td>Non-exempt</td>
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<td>EEO-4:</td>
<td>Technicians</td>
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</table>

**Position Description:** Under direction of the IT Director, the IT Technician will provide technical and analytical support for all County employees with their use of any supported information technology to complete their duties and provide solutions to improve their productivity.

**Supervisor’s Job Title:**
Direct – Information Technology Director

**Total # of full-time equivalents with job title that report directly to this job:** 0

**Total # of full-time equivalents with job title that report indirectly to this job:** 0

### QUALIFICATIONS:

#### Minimum Qualifications:
- Associate’s degree (**must attach transcript**) in Information Technology or closely related field and 3 years of Information Technology work experience (within the past 6 years)
  OR
- Bachelor’s degree (**must attach transcript**) in Information Technology or closely related field and 1 year of Information Technology work experience (within the past 6 years)
  OR
- 5 years equivalent education (**must attach transcript**) and/or work experience in Information Technology or closely related field (within the past 6 years)
- valid driver’s license and reliable means of transportation
- successful completion of a federal criminal justice background check, contingent upon a job offer
- successful completion of a pre-placement screen, contingent upon a job offer

### Knowledge, Skills & Abilities:

#### Knowledge:
- Intricate knowledge of Windows 10
- Setup and support both desktops and laptops
- Microsoft Office basic functionality
- Understanding of network functionality (wired and wireless)
- Printer and copier basics
# JOB DESCRIPTION

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- Basic understanding of Windows Server 2016 and server virtualization
- Basic understanding of Microsoft Active Directory
- Basic understanding of network security
- Basic understanding of database infrastructure
- Basic understanding of system backups and recovery

**Skills:**
- Time management
- Customer service
- Communicate effectively in oral or written
- Research software, products, systems, etc.
- Training users
- Independent troubleshooting
- Documentation

**Abilities:**
- Work hours to meet the business needs/adjusted work schedule.
- Establish and maintain effective working relationships
- Logically solve problems
- Search for, find, compile, analyze, interpret and evaluate information
- Demonstrate ability to interact and work effectively in a team environment
- Demonstrate ability to follow established procedures and directives from supervisors
- Organized
- Maintain confidentiality
- Handle multiple tasks
- Work well with others; ability and willingness to follow rules and procedures and follow directives from supervisors

**Preferred Qualifications:**
- Work experience, beyond the minimums, in Information Technology and help desk support including networking, telecommunications, system analysis, etc.
- Work experience deploying system images, preferably with MDT
- Work experience with Microsoft Hyper-V virtual management
- Work experience with Microsoft SQL Server 2012 or newer
- Work experience managing a WSUS environment
- Microsoft certification, or other job related certification (*must attach copy of certification*)

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**ESSENTIAL DUTIES OF THE POSITION:** (These duties are a representative sample; position assignments may vary.)

| FREQUENCY: |
## JOB DESCRIPTION
Information Technology Technician

- Provide help desk support for problems and service requests related to hardware, software, network connectivity and application support.
- Act as a representative of technical services for customers.
- Initiate, escalate or resolve problem tickets and service requests.
- Conduct timely problem determination for incidents.
- Set up and install new electronic equipment.
- Verify completion of backup routines.
- Monitor anti-virus protection systems.
- Maintain database of hardware and software inventory.
- Provide training and user support.
- Develop and maintain technology documentation.
- Proactive network and server maintenance under the direction of the IT Director.
- Assist during an emergency technology crisis.

### PHYSICAL REQUIREMENTS:
To view the Functional Job Analysis for this job, [click here.](#)

### NOTE:
The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department. The County retains the discretion to add or change the contents of this job description at any time.

### CLASSIFICATION HISTORY:
Position prepared by Hubbard County
Date last Reviewed: (10/2019)