

## POSITION DESCRIPTION

### Washington County Information Technology

**Class Title:** Specialist

**Department:** Information Technology

**Employee Name:**

**Wage Rate:** \$42,718.49 - \$70,912.69

**Salary Schedule B:** Public Safety Employees

**Location:** Washington County

**FLSA Status:** Exempt

**Approval Date:** 10.1.19

**Job Code Number:**

**DOT Code:**

**Employee ID:**

**Reports To:** IT Director

**Prepared By:** IT Director

HR Director

**Approved by:** Commissioners' Court

### SUMMARY

The IT Specialist shall be responsible for the installation, operations and maintenance of network, server, and desktop systems providing the foundation of the county's information technology operating platform.

### SUPERVISION RECEIVED

The Information Technology Specialist reports directly to the Information Technology Director.

### SUPERVISION EXERCISED

None

### ESSENTIAL DUTIES AND RESPONSIBILITIES

An individual must be able to perform each essential duty satisfactorily. Essential duties and responsibilities may include, but not limited to, the following:

- Answer, process, and prioritize incidents, service requests and project tasks;
- Provide timely response to work order, telephone, email, or walk-up requests for user technical support;
- Diagnose and troubleshoot various technical issues involving server/workstation hardware, software and network systems;
- Train and instruct customers on the proper use of computer software and hardware;
- Install, operate, maintain and repair network systems, computer and server hardware/software, databases, and manage system-level security;
- Support, manage, and maintain the county voice and fax services;
- Provide user/group account management;
- Monitor systems to insure optimal performance;
- Analyze, monitor, and repair network connectivity issues;
- Provide system backup support;
- Perform system and network security checks to verify security compliance;
- Track county information technology assets through the IT asset management system;
- May be designated as Essential Personnel in emergency situations;
- Perform other related duties as assigned.

Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions.

### PERIPHERAL DUTIES

- Provide after hours on-call IT support;
- Performs related special projects as assigned.

**NOTE:** The examples of duties are intended only as illustrations of the various types of work performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

**MINIMUM QUALIFICATIONS, EDUCATION AND EXPERIENCE:**

- High school diploma or equivalent.
- Five (5) years related experience and training

**PREFERRED QUALIFICATIONS, EDUCATION AND EXPERIENCE:**

- An Associate's degree in computer science or a related field and three years of relevant experience; OR A combination of education, experience and/or certifications that provide the required knowledge, skills, and abilities will be considered.

**KNOWLEDGE, SKILLS AND ABILITIES:**

- Must be able to successfully perform the essential duties and responsibilities described above;
- Methods, practices, and equipment used in information technology systems;
- Methods, practices, and equipment used to support local area networks, wide area networks and standalone personal computers;
- Firewalls, intrusion detection, routers, VPN's;
- Standard office practices and procedures;
- Experience working with Cisco routers, switches and firewalls, Microsoft Windows Servers, VMware, and storage;
- Ability to troubleshoot and resolve issues related to information technology systems;
- Analyze and evaluate computer network security needs;
- Operate and maintain equipment used in computer networks;
- Troubleshoot workstation and server problems;
- Prepare concise and accurate reports;
- Possess and utilize a systematic troubleshooting methodology;
- Read and interpret department and county policies and procedures;
- Communicate effectively, both orally and in writing;
- Establish and maintain effective working relationships with co-workers;
- Ability to maintain regular attendance;
- Must be dependable;
- Must be resourceful;
- Ability to work independently;
- Ability to work well with others as a member of a team;
- Ability to perform tasks and receive supervision in a professional manner;
- Understand and follow oral and written communications;
- Ability to communicate clearly and concisely, both orally and in writing with supervisors, coworkers, and the public.
- Establish and maintain effective working relationships with supervisors, fellow workers, Elected Officials and the public.

**CERTIFICATIONS, LICENSES & REGISTRATIONS**

- Valid Texas driver's license.
- CCNA, MCSA, or VCP Certification preferred.

**SPECIAL REQUIREMENTS**

- Must be certifiable under CJIS requirements;
- Must be insurable with the County insurance carrier;
- Subject to post-offer, pre-employment and reasonable suspicion drug testing, criminal background investigations and motor vehicle record reports as appropriate or under policy.
- Maintain a safe driving record throughout employment.

**TOOLS AND EQUIPMENT USED**

- Network, server, and system monitoring utilities
- Information Technology Service Management utility;

- Cabling and rack equipment

## **PHYSICAL REQUIREMENTS**

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 will be made to enable individuals with disabilities to perform the essential functions.

- The employee is regularly required to sit;
- Use hands to operate office equipment including telephone and computer keyboard;
- Reach with hands and arms;
- Talk and hear;
- Frequently is required to stand and walk;
- May be required to lift and/or move objects weighing up to 50 pounds, such as equipment, supplies and materials;
- Specific vision abilities required by this job include close vision and the ability to adjust focus.

## **WORKING CONDITIONS**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions.

- The employee frequently faces difficult and stressful situations;
- The employee has frequent contact with other employees both within and outside of the assigned department, including the public and other organizations;
- Interactions often involve sensitive or difficult issues that require persuasion and negotiation;
- The employee is constantly required to change tasks frequently;
- The employee performs tedious exacting work;
- The employee is frequently required to work under time pressures to meet deadlines;
- To perform multiple tasks simultaneously;
- To work closely with others as part of and/or leader of a team;
- The noise level in the work environment is usually moderate, however there may loud noises in server room;
- Exposure to colder than normal temperatures;
- May be exposed to dust;
- Work outside of the normal office hours may be required to meet deadlines or resolve problems;
- This position requires availability to address emergencies during nonstandard work week hours, including holidays and weekends;
- Work reporting location may be anywhere within Washington County IT footprint;
- Subject to On-Call rotation.

## **SELECTION GUIDELINES**

- A formal Washington County application (resumes alone are not sufficient) must be received before the position is closed. Positions are open until filled, subject to close at any time after five business days. The Human Resources Department is located at the Washington County Courthouse Annex, 105 W. Main Street, Suite 101, Brenham, Texas 77833.
- Washington County is an Equal Opportunity Employer and complies with the Americans with Disabilities Act. If you require an accommodation in order to apply for a position, please request assistance from the Human Resources Department. As appropriate and under policy final selection recommendation will be made to the Washington County Commissioners' Court by the selection committee or hiring authority. Formal appointment approval by the Washington County Commissioners' Court may be required as established in policy.
- A review of education and experience; appropriate testing and interviews may be required. Oral interview(s), background check, physical agility, drug screening and pre-employment medical examination may be required as appropriate or under policy.
- Employment is contingent on passing post-offer, pre-employment, reasonable suspicion and/or periodic drug, criminal background investigations, and motor vehicle record reports as appropriate under policy.
- This job description does not constitute an employment agreement between the employer (Washington County) and the employee and is subject to change by the employer as the needs

of the employer and requirements of the job change. The employee further understands, and accepts, that this position falls under the provision of an "At Will" employment relationship, and under no circumstances is this a contract for employment.

**Signature of employee:** \_\_\_\_\_

Date