



ISABELLA COUNTY, MICHIGAN

Position	Information Technology Technician	FLSA Status	Non-Exempt
Department	Information Technology	Pay Grade	10

GENERAL SUMMARY

Under the direction of the IT Director, the Information Technology Technician is responsible for providing technical and network support to county users, maintaining County websites and intranet sites, and performing a range of duties in support of the IT Director and county technology needs. This includes the installation and configuration of software and hardware, repair and maintenance of a variety of equipment, and assisting other county departments with their technology requirements as their technological needs grow.

ESSENTIAL DUTIES & RESPONSIBILITIES

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Employees may be requested to perform job-related tasks other than those specifically presented in this description.

- Provides comprehensive software support to employees, covering a wide range of county applications, programs, and operating systems.
- Offers hardware support for all county employees, encompassing computers, printers, scanners, fax machines, copiers, desk and cell phones, and tablets.
- Conducts hardware upgrades and software updates to county computers.
- Manages and organizes equipment inventory documentation for efficient record-keeping and reporting to management.
- Maintains and monitors county equipment, ensuring the EDR software effectively quarantines and removes malware, and that all user equipment is under continuous surveillance.
- Regularly updates the Isabella County website to keep information up to date, such as job postings, board of commissioner meeting agendas and minutes, schedules of upcoming meetings, notices of county office closures, and details on county-sponsored events.
- Facilitates the setup and configuration of new computers and cell phones, including transitioning to upgraded models.
- Assists in maintaining the county server backup schedule for the AS/400, including rotating tapes and cleaning drives.

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- Collaborates closely with the IT Director to assist with researching and evaluating potential new hardware and software applications, implementing new programs, and other related activities.
- Takes on specific duties delegated by the IT Director, which may include overseeing certain IT operations or working with vendors in the IT Director's absence.
- Performs other duties as assigned.

MINIMUM ENTRANCE QUALIFICATIONS

Education and Experience

- Associate degree in computer science or a related field
- Two (2) years of experience with web design and development and troubleshooting computers and peripherals.
- An equivalent combination of training, education, and experience that provides the required skills, knowledge, and abilities may be considered.

Licenses or Certifications

- None.

PREFERRED QUALIFICATIONS

- Bachelor's degree in computer science or a related field
- CompTIA A+ certification
- CompTIA Network+ certification

COMPETENCIES FOR SUCCESSFUL PERFORMANCE OF JOB DUTIES

Knowledge of:

- WordPress Content Management System.
- Audio and Video technologies
- IP Schemes and networking
- Active Directory knowledge
- Computer and peripheral troubleshooting and repair.
- Various advanced computer functions.
- Modern office equipment, procedures, and software packages.
- Various county applications and programs.
- Hardware used by the county.
- EDR applications for malware removal used by the county.
- iOS and Android operating systems.

Skill in:

- Troubleshooting.
- Web design.
- Organization and time management.
- Following written and verbal instruction.
- Providing user support.
- Writing documentation.
- Basic image editing and Photoshop.
- Assembling, disassembling, and replacing hardware.
- Establishing and maintaining effective working relationships.
- Written and verbal communication.
- Research and analysis.

WORK ENVIRONMENT/CONDITIONS

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

Work Environment	Seldom or Never	Sometimes or Occasionally	Frequently or Often
Office or similar indoor environment			X
Outdoor environment		X	
Street environment (near moving traffic)	X		
Construction site	X		
Clinical health care environment	X		
In the community (homes, businesses, etc.)	X		
Warehouse environment		X	
Shop environment		X	
Detention center or correctional facility		X	
Exposures	Seldom or Never	Sometimes or Occasionally	Frequently or Often
Individuals who are unpleasant or unhappy		X	
Individuals with known violent backgrounds		X	
Communicable diseases	X		
Bodily fluids (blood, urine, etc.)	X		

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Infectious waste	X		
Extreme cold (<i>below 32 degrees</i>)		X	
Extreme heat (<i>above 100 degrees</i>)		X	
Moving mechanical parts			X
Risk of electrical shock		X	
Vibration	X		
Fumes or airborne particles		X	
Toxic or caustic chemicals, substances waste	X		
Loud noises (<i>85+ decibels</i>)	X		

PHYSICAL DEMANDS

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

The position involves *light physical demands*, such as exerting up to 50 lbs. of force occasionally, and/or up to 20 lbs. of force frequently, and/or a negligible amount of force constantly to move objects.

Date created:	12/02/2016
Dates revised:	01/19/2024