

SANDUSKY COUNTY

An Equal Opportunity Employer

POSITION DESCRIPTION

Agency:	Board of Commissioners	Unit:	
Name:		Position Title:	
Class Title:	Entry level IT support	Class Number:	
Dept./Div.:	Board of Commissioners	Civil Service Status:	Unclassified
Reports To:	IT Supervisor	Employment Status:	Full - time
Pay:	Resolution	FLSA Status:	Non exempt

QUALIFICATIONS: An example of acceptable qualifications:

Completion of associate's degree in computer science, information technology or related field experience. Must have working knowledge of Microsoft operating systems/office suite, networking protocols and general troubleshooting. Must be available to work a flexible schedule and be on call.

LICENSURE OR CERTIFICATION REQUIREMENTS:

Must possess a valid Ohio driver's license with an acceptable driving record.

EQUIPMENT OPERATED: The following are examples only and are not intended to be all-inclusive.

Router, hub, server, personal computer, facsimile machine.

INHERENTLY HAZARDOUS OR PHYSICALLY DEMANDING WORKING

CONDITIONS: For purposes of ORC 4167.

The employee is exposed to, must negotiate, use or work with or in the vicinity of general office equipment, noise, lighting, eye strain, ergonomics, electrical hazards, trip hazards, exits, stairways, ramps, shelving, portable fire extinguishers and the general public, including emotionally distraught individuals.

This position description in no manner states or implies that these are the only duties and responsibilities to be performed by the position incumbent. The Essential Functions of the position identified on subsequent pages are for purposes of 42 USC 12101. My signature below signifies that I have reviewed and understand the contents of my position description and I can perform all the essential functions of this position description.

(Approval of Appointing Authority)

(Date)

(Employee Signature)

(Date)

(Employee Printed Name)

Agency: Board of Commissioners

Unit:

Entry IT Support

SANDUSKY COUNTY

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POSITION DESCRIPTION

Name:

Class Title: Entry IT Support

Supervisor's Title: IT Supervisor

Supervises: N/A

Position Title: Entry IT Support

Class Number:

Number:

JOB DESCRIPTION AND WORKER CHARACTERISTICS:

JOB DUTIES: In order of importance

ESSENTIAL FUNCTIONS OF THE POSITION: (* indicates developed after employment)

25% (1) Assists with the following; installation, set up and maintenance of computer network systems; adds and deletes users to network and maintains list of current users; sets up mailbox accounts for users; assists in troubleshooting and resolving operating problems on the network; installs virus protection programs on all computers; performs updates of all software for the users; maintains records of software applications on computers and updates performed.

(1) **Knowledge of:** (a);* (b)*; (c); (d) ; (e); (f); (g); (h);
Skill in: (i); (j); (k).
Ability to: (l); (m); (n); (o); (p); (q); (r); (s); (t); (u).

25% (2) Assists in maintaining system compliance with County standards and policies; provide on-going instruction and for system upgrades, management of systems security, special projects, and troubleshoots hardware and software problems and make or initiate corrections; conducts system testing, assists in monitoring and system usage, reads and interprets technical manuals, periodicals and reports for problem resolution; assists in coordinating the repair of equipment.

(2) **Knowledge of:** (a);* (b)*; (c); (d) ; (e); (f); (g); (h);
Skill in: (i); (j); (k).
Ability to: (l); (m); (n); (o); (p); (q); (r); (s); (t); (u).

25% (3) Assists in the security of computerized data; retrieves information from files and prepares daily, quarterly and annual back-ups on each server including identification, daily rotation, off site rotation and internal rotation. checks event viewer on each server. Notifies IT director of any malfunctions of tapes or tape drives.

(3) **Knowledge of:** (a);* (b)*; (c); (d) ; (e); (f); (g); (h);
Skill in: (i); (j); (k).
Ability to: (l); (m); (n); (o); (p); (q); (r); (s); (t); (u).

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25% (4) Assists with tracking lines. Performs monthly windows update on affected servers. Makes adjustments to any documentation that is necessary. Performs miscellaneous duties; attends training sessions, seminars, and meetings, as required; safeguards confidential information at all times.

(4) **Knowledge of:** (a)*; (b);(e);(f); (g); (h); (i); (j).

Skill in: (l); (m); (n).

Ability to: (o); (p); (q); (s); (t); (u); (v) (w); (x); (y); (z).

OTHER DUTIES AND RESPONSIBILITIES:

Performs other related duties as required.

MINIMUM ACCEPTABLE CHARACTERISTICS: (* indicates developed after employment)

Knowledge of: (a) office practices and procedures;* (b) department policies and procedures;* (c) computer science; (d) systems analysis; (e) data security; (f) records management; (g) various software; (h) public relations.

Skill in: (i) computer operation; (j) electronics; (k) motor vehicle operation.

Ability to: (l) interpret extensive variety of technical material in books, journals and manuals; (m) deal with many variables and determine specific action; (n) recognize unusual or threatening conditions and take appropriate action; (o) determine material and equipment needs; (p) communicate effectively; (q) maintain records according to established procedures; (r) lift computer equipment; (s) develop and maintain effective working relationships; (t)flex schedule and be on call; (u) regularly and predictably work scheduled shifts

