

Northumberland County, Virginia

Job Description



Department: Information Technology

Job Title:	Information Technology Technician	Category:	Full Time
FLSA Status:	Non-Exempt		
Reports to:	Information Technology Director		
Effective:		Revised:	

JOB SUMMARY

The IT Technician assists with the support of all information technology (hardware, software, network infrastructure, and telecommunications) utilized within the offices of the County Administrator, General Registrar, Treasurer, Commissioner of the Revenue, Sheriff, Commonwealth's Attorney, Department of Emergency Services, Sanitary District, and Animal Shelter, as well as provides some technical support to the Circuit, General District, and Juvenile Courts. The goal of this position is to aid in properly maintaining the information technology assets necessary for the efficient operation of the supported offices, troubleshooting and resolving all IT related issues, and facilitating the use of new technology within the offices when beneficial to the County's employees and the general public.

DUTIES AND RESPONSIBILITIES

Typical Tasks of the Information Technology Technician will consist of the following:

- Receives telephone inquiries and complaints from the staff and public; ascertain nature of business; provides required assistance or directs callers to appropriate persons or office
- Setting up, configuring, and maintaining desktop, laptop, and tablet PCs
- Setting up, configuring, and maintaining printers, and fax machines
- Setting up, configuring, and maintaining physical and virtualized servers
- Setting up, configuring, and maintaining wired, wireless, and virtual network access and security
- Setting up and maintaining uninterruptible power supplies (UPS)
- Maintaining electronic door access for the Sheriff's Office and Registrar's Office
- Maintaining security cameras
- Maintaining office telecommunications, including desk phones, and fax lines
- Setting up, configuring, and maintaining network infrastructure and security
- Configuring and maintaining Internet access
- Configuring and maintaining Microsoft 365 programs and services for County employees
- Configuring and maintaining endpoint security for all network devices
- Maintaining regular backups of office and individual digital data
- Assisting with the geographic information system (GIS) servers
- Supporting data maintenance needs
- Installing and troubleshooting software
- Ensuring the application of necessary operating system and software patches and updates
- Archiving digital data and properly disposing of information technology hardware
- Undertaking and overseeing small to medium-sized IT projects as directed by the Technology Director
- Escalating IT issues to the Technology Director, as necessary
- May be called in during essential systems outages and County Emergencies to assist the County.
- Performing other duties as assigned

MINIMUM REQUIREMENTS TO PERFORM WORK

Education and Experience

- Graduation from an accredited college, or university, or technical school in the field of computer science or related field or equivalent work experience related to maintenance and troubleshooting of information technology hardware and software.

Knowledge, Skills, and Abilities:

In performing the duties of the position, the Information Technology Technician must possess an in-depth understanding of physical and virtual computer systems and physical and virtual networking, as well as cyber security; have a general understanding of two-way radios; have proven experience in the troubleshooting of information technology hardware and software; and have excellent diagnostic and problem solving skills. An in-depth understanding of and demonstrated experience with database management software is desired. The Information Technology Technician must also have excellent communication skills, including the ability to effectively work with users of varied technological skill and comfort levels.

Licenses or Certificates:

- Valid Virginia DMV driver's license

PHYSICAL DEMANDS

While performing the duties of this job, the employee is frequently required to sit; stand; use hands to finger, handle or feel objects, tools, and controls; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. Specific vision abilities include close vision, distance vision, color vision, and peripheral vision. Work is typically performed in office and/or computer room settings, but will occasionally require working in dusty locations or outside when involving the installation and/or maintenance of information technology in County vehicles, etc. The noise level in the work environment is usually low to moderate. The continuous ability to communicate by phone is necessary, as well as the regular use of personal computers, servers, printers, copiers, scanners, and other electronic devices. Regular handling of fragile computer components and large components weighing in excess of 50 pounds is required. Contact is made with staff at all levels of County government. Work activity after normal duty hours and occasional weekend duties are necessary. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

SPECIAL CONDITIONS

- driving record required
- criminal background check required

Since every duty connected with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description. Northumberland County does not discriminate on the basis of race, color, national origin, sex, religion, age, disability or military service in employment or the provision of services.