



CLASSIFICATION DESCRIPTION KOOCHICHING COUNTY

SECTION I: GENERAL INFORMATION

Position Title: IS Technician	Department: Information Systems	FLSA Status: Non-Exempt
Date 1/14/2020	Job Evaluation Assignment B21	Immediate Supervisor's Position Title: IS Director

Job Summary:

Under the direction of the Information Systems Director, the IS Technician performs hands on technical support for County personal computers, laptops and similar devices.

SECTION II: ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Provides assistance and support to the IS Department and County personnel such as:

- Reviews help desk tickets and provides on-site support, as needed;
- Deploys computer systems, initializes operating systems, installs and updates software programs and applications, assists in establishing network connectivity;
- Creates and deploys document templates upon request;
- Troubleshoots computer, communication, networking and/or related system hardware and software problems to include providing technical assistance, evaluating and troubleshooting systems and installing, upgrading and configuring hardware, software and peripheral equipment and devices.

Time Spent: 60%

2. Network Support

- Assist with facility network and cabling projects.
- Provide backup support to the IS Director.

Time Spent: 5%

3. Maintains and updates the County's Electronic Data Processing (EDP) inventory.

- Process additions and deletions to EDP assets and provide verification reports;
- Prepares and completes the annual EDP report for the financial statement and cost allocation;
- Assigns inventory numbers to all IS assets and updates as changes occur.

Time Spent: 10%

4. Assist other departments with automated processes and record keeping and records retention by providing training and enforcing policy and procedure.

Time Spent: 5%

5. Maintenance of County Website

- Perform website updates as requested
- Assist department staff in maintaining their departmental pages

Time Spent: 5%

6. County Phone System

- Install and troubleshoot County VOIP telephones

Time Spent: 5%

7. Mobile Device Management

- Manage the MDM system including configuration, installation, and assistance of cellular devices.

Time Spent: 5%

8. Performs other duties of a comparable level/type, as required.

Time Spent: 5%

SECTION III: WORK REQUIREMENTS AND CHARACTERISTICS

EDUCATION/KNOWLEDGE REQUIREMENT: Minimum education required to perform adequately in position could reasonably be attained only by completing the following:			
REQUIRED EDUCATION/TRAINING (choose one)		DEGREE INFORMATION: Type of degree: (B.S., M.A., etc.)	
	less than high school diploma		Preferred candidates will have a minimum of two (2) years post-secondary education or certification.
X	High school diploma or GED.		
	1 yr post secondary		Major field of study or degree emphasis: To be considered for this position, the applicant must have a minimum of two (2) years of relatable experience.
		2 yrs post secondary	
	3 yrs college		
		4 yrs college	Essential knowledge and specialized subject knowledge required to perform the essential functions of the job: <ul style="list-style-type: none"> • Knowledge of desktop support best practices;
	1st year graduate level		
	2nd year graduate level		

		<ul style="list-style-type: none"> • Knowledge of troubleshooting techniques and procedures; • Knowledge of applicable hardware, software and peripheral devices; • Knowledge of applicable laws, rules, regulations or guidelines pertaining to job assignments. • Knowledge of County administrative rules, guidelines and procedures as it applies to the position. • Ability to communicate effectively, orally and in writing, and have excellent customer service skills; • Ability to establish and maintain effective working relationships with others; • Fundamentals of multiple computer operating systems and installation.
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Required Work Experience in Addition to Formal Education/Training:

LICENSE/ CERTIFICATION	Identify licenses/certification required: None
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RESPONSIBILITY FOR DIRECT SUPERVISION OF THE FOLLOWING POSITIONS	
Titles of Positions Directly Supervised	# of Employees
TOTAL	

INDIRECT SUPERVISION:	
Number of employees indirectly supervised:	Total:

ESSENTIAL SKILLS REQUIRED TO PERFORM THE WORK	<p>Skilled in:</p> <ul style="list-style-type: none"> • Using general office equipment such as calculators, printers, copiers, fax machines, and telephones. • Performing job assignments that require considerable attention to detail, precision and accuracy. • Ability to troubleshoot routine and common problems associated with computer operation (e.g. connectivity, printing, software use and application). • Ability to set up computer systems, install and update applications/software, • Maintenance of inventories and related reporting. • Office administration and records retention procedures and requirements. • Performing mathematical computations accurately. • Working independently with minimal supervision and review. • Preparing reports, forms, summaries and statements required by department and County • Managing time and setting priorities.
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	<ul style="list-style-type: none"> • Excellent communication skills with an ability to communicate technical information to a non-technical audience. • Communication, interpersonal skills as applied to interaction with coworkers, supervisor, agency representatives, other county staff, etc. sufficient to exchange or convey information and to receive work direction. • Using computers and related software applications. • Data processing applications and creation of fillable forms.
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HAZARDOUS WORKING CONDITIONS: <i>The essential duties of the work are performed under various physical hazards or environmental conditions noted.</i>	Unusual or hazardous working conditions related to performance of duties: Duties are performed in a typical County office setting where the nature of job assignments exposes the individual employee to minimum environmental or physical hazards and risks associated with performing the essential functions of the work.
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PHYSICAL JOB REQUIREMENTS: Indicate according to essential duties/responsibilities				
Employee is required to:	Never	1-33% Occasionally	34-66% Frequently	66-100% Continuously
Stand		x		
Walk		x		
Sit				x
Use hands dexterously (use fingers to handle, feel)				x
Reach with hands and arms		x		
Climb or balance	x			
Stoop/kneel/crouch or crawl		x		
Talk or hear				x
Taste or smell	x			
Physical (Lift & carry): up to 10 pounds				x
up to 25 pounds		x		
up to 50 pounds	x			
up to 100 pounds	x			

PHYSICAL JOB REQUIREMENTS: Indicate according to essential duties/responsibilities
Physical requirements associated with the position can be best summarized as follows: Light Work: Exerting up to 25 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or negligible amount of

force constantly to lift, carry, push, pull, or otherwise move objects in the performance of the job.

SECTION IV: CLASSIFICATION HISTORY AND APPROVAL

This Position Description reflects an accurate and complete description of the duties and responsibilities assigned to the position.

Classification History:

Date Board Adopted: