

SHAWNEE COUNTY, KANSAS
Position Description
Technical Application Specialist

Position Control Number: RD1005A

FLSA Status: N

POSITION DESCRIPTION

Under general supervision, this position performs a variety of technical duties. Performs other duties as required. This position is supervised by the Office Manager and/or the Department Head.

WORK PERFORMED

- 30% Troubleshooting and Support.** Works with the Information Technology department to provide troubleshooting support for use of electronic records in our operating systems and applications. Talks staff and clients through a series of actions, either face to face or over the telephone to help set resolve issues. Communicates problems with network administrators and software vendors to resolve issues.

- 30% Technical Maintenance and Monitoring.** Tests and evaluates recording system for reliability and accuracy. Diagnoses hardware and software faults in recording system.

- 40% Data Storage, Recording, Archiving, and Handling** Electronically scans and stores documents into archiving system. Performs data storing and recording functions. Transfers data from recorded documents into computer databases. Audits documents and data fields to ensure that they are maintained and retrievable. Reproduces various electronic copies of records in digital formats.

KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of:

- Technical equipment, procedures, and troubleshooting.
- The English language, spelling, grammar and arithmetic computations.
- The operation and maintenance of various office equipment.

Ability to:

- Interpret and apply Federal, State and County laws, resolutions, rules and regulations.
- Communicate effectively, both orally and in writing, using the English language.
- Follow oral and written instruction.
- Operate and maintain various office equipment.

Skill in:

- The use of computer software and applications.

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PHYSICAL REQUIREMENTS

N-Never O-Occasional (1%-33%) F-Frequent (34%-66%) C-Continuous (67%-100%)

	N	O	F	C		N	O	F	C		N	O	F	C
HANDS					BODY/TRUNK					OTHER				
Reaching			X		Sitting			X		Driving	X			
Pushing/Pulling		X			Bending		X			High Elevation	X			
Climbing	X				Reaching		X			Unprotected Heights	X			
Throwing	X				Lifting		X			Around Moving Machinery	X			
ARMS					Carrying		X			Driving Automotive Equipment	X			
Reaching			X		Jumping	X				Exposure to Dust, Gases and Fumes		X		
Lifting			X		Twisting		X			Cramped Body Position	X			
Pushing/Pulling	X				Squatting		X			Sustained Positions	X			
Carrying			X		Turning		X			Noise Levels (Excessive)	X			
Throwing	X				LEGS/FEET					Electrical Hazards	X			
EYES					Walking			X		Slippery Surfaces	X			
Near Vision				X	Standing			X		Work Above Ground	X			
Far Vision				X	Sitting			X		Work Below Ground	X			
Color Vision				X	Carrying			X		Irregular Surfaces	X			
VOICE					Climbing	X				Moving Objects	X			
Talking				X	Jumping	X				In High Volume Traffic	X			
EARS					Turning			X		Exposure to Marked Changes in Temperature and Humidity				
Hearing				X	Lifting			X			X			

EQUIPMENT USED

Personal Computer
 Printer
 Telephone

Photocopier
 Office Furniture
 Fax Machine

Scanning Equipment
 Microfilm Reader

MINIMUM QUALIFICATIONS

- High School Diploma or GED Certificate.
- Two (2) years of customer service experience.
- One (1) year of technical experience in computer applications, IT support, troubleshooting, or other closely related experience.

OR

- Three (3) semester hours of college coursework from an accredited college or university or ninety (90) clock hours from an accredited vocational school in Informational Technology/Troubleshooting or closely related subject.
- No felony convictions.
- Required to type thirty-five (35) words per minute.

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SPECIAL REQUIREMENTS

Required to pass a pre-employment physical and drug screen.

This Position Description is not designed to list all tasks and responsibilities of this position. Shawnee County reserves the right to revise or change job duties as the need may arise. This Position Description does not constitute a written or implied contract of employment.

I have read and understand the duties and requirements for this position.

_____ Employee's Signature/Printed Name	_____ Date
_____ Administering Supervisor's Signature/Printed Name	_____ Date
_____ Appointing Authority's Signature/Printed Name	_____ Date

Created: 05/14

Revision History: 06/23