

SHAWNEE COUNTY, KANSAS
Position Description
Information Technology Specialist I

**POSITION
NUMBER:**

IT1018A

FLSA STATUS: N

POSITION DESCRIPTION

Under close supervision, this position will perform a wide range of tasks associated with the installation, maintenance and repair of single user Information Technology resources such as personal computers and associated peripherals. Performs other duties as required. This position is supervised by the Assistant Network Administrator.

WORK PERFORMED

70% Computer/Peripheral Support. Diagnose and correct problems with hardware and software installations on personal computers, printers, VoIP phones, and other related devices. Assist in software installations and hardware upgrades and provide direct support for user questions and problem reports. Monitor and respond to user support requests as entered into the Information Technology Service Desk application.

30% Infrastructure Support. Following established protocols, install and terminate copper and fiber cable runs.

KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of:

- End-user equipment installation and repair techniques.
- Tools, materials and skills associated with provisioning and maintaining personal computer systems.
- Current Microsoft personal computer operating system and office productivity suites.
- Typical failure modes of personal computers and peripherals.

Ability to:

- Interpret user communications to identify and isolate problems and then use logical troubleshooting methodology to implement successful resolutions.
- Establish and maintain effective working relationships with vendors, department heads and other employees.
- Understand and execute verbal and written instructions.
- Communicate effectively, both verbally and in writing, using the English language.

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Skill in:

- Good communication skills with an emphasis on maintaining good customer relations.
- The use of computer software and applications.

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-30 lbs.			X		Around Moving Machinery	X			
ARMS					Carrying			X		Driving Automotive Equipment			X	
Reaching			X		Jumping	X				Exposure to Dust, Gases and Fumes	X			
Lifting-30 lbs.			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-30 lbs.			X					X	

EQUIPMENT USED

Personal Computer Photocopier Office Furniture Hand Tools
Printer Telephone Fax Machine Test Equipment

MINIMUM QUALIFICATIONS

- High School Diploma or GED Certificate.
- One (1) year technical training and/or experience in the installation, maintenance and repair of personal computer systems, networks and equipment.
- Valid Driver’s License and able to operate a County-owned vehicle (HR-2013-2).
- Driving record that shows: No misdemeanor or felony convictions for traffic/vehicular offenses (DUI, vehicular homicide, reckless driving, hit and run, etc.) on the driving record that are less than five (5) years old; No more than two (2) at fault or chargeable accidents on their driving record that are less than five (5) years old; No more than two (2) traffic infractions (speeding, failure to yield right of way, etc.) that are less than one (1) year old.

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SPECIAL REQUIREMENTS

- Required to pass a background investigation, pre-employment physical/drug screen and a review of driving record.
- Required to lift thirty (30) pounds.
- Ability to work safely on ladders and around wiring infrastructure found in typical multistory office building plenums, cable chases, and equipment rooms.

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: 03/05
Revision History: 09/23