

## INGHAM COUNTY JOB DESCRIPTION

### COMPUTER TECHNICIAN LEVEL II

#### **Summary:**

Under the supervision of the MIS Director, ensures the operation and availability of the county's networked computers and all related peripheral devices. Repairs, troubleshoots, installs, and maintains county networked PCs, software and peripherals while providing superior customer service to the county departments and end-user base. In conjunction with MIS leads in developing Information Technology solutions that align with the county's technology strategy to meet the business needs of their assigned customers.

#### **Duties and Responsibilities:**

*The Computer Technician performs some or all of these duties and responsibilities on a daily basis:*

- In conjunction with MIS analyzes and determine customers business needs, current computer and network systems technologies, vendor offerings, budget requirements, and develops solutions to ensure the highest level of customer satisfaction.
- Contributes or leads in the management of projects in their assigned location.
- Troubleshoot, repair, install and maintain PC related hardware on the County's network.
- Organizes and prioritizes requests for service and on an as-needed basis works with vendor to resolve hardware and software problems.
- Visits departments throughout the County to trouble-shoot, repair, and maintain data equipment problems, including workstations, portable/laptop computers, scanners, monitors, printers, telephones, faxes, modems, and other peripherals.
- Determines the need to contract out repair work.
- Tracks inventory by staff member and workstation and ensures this information is updated and accurate in the county's call tracking system.
- Assists in developing specifications and recommends computer related purchases to management.
- Coordinates work orders for the installation of new equipment and recycles old equipment. Ensures all necessary software and data is migrated and network connectivity is established.
- Plans, schedules and coordinates new operating systems releases, engineering changes, and preventative maintenance changes.
- Ensures the accurate and complete logging of required information into the MIS call tracking system.
- Adheres to county and MIS policies and procedures.
- Provides software support on county approved applications and operating systems.
- Assists with special projects as needed.

- When necessary, escalates problems to management or the appropriate secondary level of support resource for resolution.

### **Minimum Job Requirements:**

Associates degree in Computer Science or equivalent technical institution certificate. Or, 3 - 5 years of Information Systems work experience providing end-user technical assistance. A+ and MCSA certification preferred but not required.

Possession of a valid Michigan Driver's License.

### **Knowledge, Skills, and Abilities Required:**

- Strong interpersonal and communications skills.
- Ability to work effectively with all departmental resources and wide range of people in a diverse community.
- Prior successful Project Management experience.
- Skilled in the use of a computer as productivity tool and possess working knowledge of email, Internet web browsing, and the Microsoft Productivity Suite.
- Must be customer service oriented.
- Must be courteous and polite.
- Good verbal, telephone, and written etiquette.
- Working knowledge and understanding of a broad range of desktop based hardware and software and networking concepts.
- Able to follow instructions, work under supervision, and multi-task.
- Ability to effectively work in a team environment.
- Effective and efficient troubleshooting and problem solving skills.
- Must be reliable and possess good organizational skills.

### **Working Conditions and Physical Requirements:**

- Ability to lift, move and inspect computer terminals, printers and related equipment.
- Ability to enter and access information from a computer.
- Capable of sitting for prolonged periods of time at a computer screen.
- Ability to access all areas of the department with data processing or communication equipment.
- Ability to operate general office equipment such as computers, copiers, fax, etc.
- Works in office conditions but may be required to visit other department locations with data processing and related communication equipment.

*The qualifications listed above are intended to represent the minimum skills and experience levels associated with performing the duties and responsibilities contained in this job description. The qualifications should not be viewed as expressing absolute employment or promotional standards, but as general guidelines that should be considered along with other job-related selection or promotional criteria.*