

Kendall County Job Description

TITLE: Computer Support Specialist
DEPARTMENT: Technology Services
SUPERVISED BY: Director of Technology
FLSA STATUS: Non-Exempt
APPROVED: November 29, 2016

I. Position Summary:

The Helpdesk/Computer Support Specialist supports and maintains in-house computer systems. The systems include all software, workstations, laptops, some networking equipment, and peripherals on the network. The tasks include but are not limited to installing, diagnosing, repairing, maintaining and upgrading all hardware, software, and equipment while ensuring optimal workstation performance and end user support.

II. Essential Duties and Responsibilities:

- A. Maintain, analyze, troubleshoot, update, monitor and repair computer systems, hardware, software and computer peripherals.
- B. Researches, evaluates, tests, and makes recommendations on all current and future software and hardware needs of the organization.
- C. Installs, configures, repairs updates, and performs network wide system upgrades of workstations.
- D. Provides end user technical support for all network based workstations and applications. This position is first-level helpdesk support from logging the request/issue through post completion follow-up.
- E. Provides documentation / project tracking and reporting to management.
- F. Provides training and how to documentation for end user support.
- G. Provides operational and training support to users using the telephone, in person and via remote access software.
- H. Performs networking maintenance functions including, but not limited to user account creation, NTFS assignment of rights and permissions, and exchange mailbox account creation.
- I. Keeps current with new security and network monitoring technologies, applicable laws and regulations. Maintains compliance with software licensing.
- J. Participate in and facilitate group meetings regarding or relating to assigned job duties.
- K. Complies with all applicable state and federal laws and regulations.
- L. Adheres to all applicable County policies and procedures.
- M. Attendance and punctuality during assigned work hours.
- N. Performs other duties and responsibilities as assigned.

III. Qualifications:

To perform this job successfully, an individual must be able to perform all essential duties satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required for the position.

A. LANGUAGE SKILLS:

- Ability to research, read and interpret documents.
- Ability to prepare documents, reports and correspondence.
- Ability to speak effectively with the public, employees, outside entities, vendors, and the County's elected officials.
- Requires good knowledge of the English language, spelling and grammar.

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B. MATHEMATICAL SKILLS:

- Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

C. REASONING ABILITY:

- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to deal with problems involving several concrete variables in standardized situations.

D. CERTIFICATES, LICENSES, REGISTRATIONS:

- Industry Certifications preferred but not required – Microsoft A+ Security+
- Current and valid Driver's License is required.
- Any and all other certificates and registrations as required for the specific duties performed.

E. OTHER SKILLS, KNOWLEDGE AND ABILITIES:

- Strong organization skills, ability to prioritize and schedule work duties, and be able to communicate effectively both orally and in writing with staff, network users, outside entities, vendors, and the general public.
- Active Directory, DHCP, DNS, SCCM, Microsoft Exchange, Helpdesk software, Image deployment systems and knowledge of LAN environments.
- Thorough knowledge of standard concepts, practices and procedures using Windows operating systems and software products in a network environment.
- Ability to multi-task and work independently.
- Ability to build teamwork and work as part of a team.
- Commitment to quality results and customer focused.
- Dependability, integrity and willingness to learn.
- High degree of professionalism and demeanor.
- Proven time management skills.

F. EDUCATION AND EXPERIENCE:

- A minimum of an Associate's Degree and a minimum of two years prior work experience in the Networking field/PC field is required.
- Microsoft experience within Windows Server and Windows operating systems is preferred.
- General knowledge of networking devices, software, and file transfer protocols is required.

IV. Physical Demands:

While performing the duties of this job, the employee must be able to:

- Frequently sit for up to 2 hour periods of time at desk and/or in meetings;
- Occasionally lift and/or move up to 40 pounds; frequent lifting requirements of 20 pounds or less.
- Use hands and fingers to finger, handle, type, write, and feel;
- Reach, push and pull with one and/or both hands and arms;
- Bend over at the waist and reach with one and/or both hands and arms;
- Climb stairs and ladders and balance;
- Stoop, kneel, crouch, and/or crawl;
- Talk and hear in person and via use of telephone;

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- Specific vision abilities include close and distance vision, depth perception; and ability to view computer monitors and screens.
- Travel independently to other County office locations.

V. Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. While performing the duties of this job, the employee is subject to the following working conditions:

- Inside environmental conditions.
- Walking between buildings and occasional work in an outdoor environment.
- The noise level in the work environment is usually quiet to moderately quiet.
- Employee may be exposed to stressful situations while working with users, law enforcement, department heads, elected officials, vendors, and the general public.
- Employee may be required to provide own transportation to travel to and from meetings, training, conferences, work sites, etc.

By signing my name below, I hereby affirm that I received a copy of this job description.

Employee Receipt Acknowledgement & Signature

Date

Signature of Supervisor

cc: personnel file, employee

Date