

PERSHING COUNTY CLASS SPECIFICATION

Job Title: Information Technology (IT) Technician

Classification: Unclassified
Non-exempt

1. Definition

Under the general direction of the Board of Pershing County Commissioners or its designate, the IT Technician provides, maintains and coordinates a variety of computer related information technology functions for Pershing County operations, as well as work in conjunction with construction, installation, repair, maintenance, splicing and operation of broadband services, instruments and related equipment, on or off subscriber premises for all existing and future product lines (deregulated), i.e. VoIP, broadband, computers, DSL, etc.

2. Job Relationships

- a. Responsible to: Pershing County Commission
- b. Interrelationships: Work with all County offices, computer programmers and vendors.

3. Responsibilities, Skills and Knowledge:

The duties listed are examples of the type of work typically performed by an incumbent of this position. An employee may not be assigned all duties and may be assigned duties which are not listed herein. Marginal duties (shown in italics) are duties which may need to be performed but which are not essential duties of the position.

- a. The incumbent of this position will develop and maintain a cooperative working team relationship with all levels of County employees, outside vendors, other governmental agencies, residential and businesses.
- b. Will serve as the County's Tier 2 AS/400 and Windows server resource.
- c. Responsible for maintaining/installing AS/400 and Window server-based environments including SQL servers, systems security, service utilities, programs and applications.
- d. Helps develop disaster recovery strategies and fault tolerances, evaluate network load, capacities and manages County domain names.
- e. Will serve County offices as Tier 2 assistance for troubleshooting, support, installations, networking and monitoring of IT issues.
- f. Install, test, modify, or disconnect customer and official service of Company offered products in compliance with Company issued service orders and adherence to customer requests, due dates and schedules.

- g. Install, maintain and repair equipment associated with the head-end, splitter shelves and DSLAM's.
- h. Locate and repair service on customer and Company telephone and broadband lines in accordance with company issued trouble reports.
- i. Communicate and work with customer service and all appropriate departments to advise when service orders and trouble reports have been completed. Maintain accurate records.
- j. Repair various types of trouble on all types of drop wires, protectors and network interfaces, and CPE.
- k. Install, test, maintain and repairs all components of a FTTH (Fiber to the Home) system including drop wires, network interfaces, batteries, fiber optic jumpers and splitters. Troubleshoot and splice fiber optic drop wires when necessary.
- l. Install, modify, repair or disconnect customer service on PBX or multi-line key systems and DSL services.
- m. Installs, tests, repairs and rearranges video service as well as high speed internet service provided on ADSL or FTTH provisioned facilities or any combination of new telephone or broadband technology offering.
- n. Appropriately operates power and hand tools. Ensure that all tools or work equipment are in good working order. Use, maintain and store tools and work equipment safely and appropriately. Report defective tools or work equipment in order that they may be replaced or repaired.
- o. Complies with all industry standards, safety rules and regulations.
- p. Recognizing that safety is an objective in all duties attends and participates in the Pershing County safety and training meetings.
- q. Accurately and timely complete all forms, reports and time sheets as required.

4. Activities Unique to this Position

- a. Perform IBM AS/400iSeries operations tasks including back-ups, printer loading & alignments, IPL's and administer County programs.
- b. Perform basic PC hardware and software installation and management tasks.
- c. Coordinate hardware ordering and monitor compliance with County IT purchasing standards.
- d. Maintain accurate record keeping of maintenance and requests using the County's tech work order system.
- e. Coordinate multiple tasks efficiently.
- f. Communicate effectively verbally and in writing.
- g. Maintain files, records and generate timely reports and updates.
- h. Think clearly and initiate the best course of action in high pressure situations.
- i. Change focus and direction as County needs change.
- j. Monitor adherence of users to County computer usage, standards and policies.
- k. Use of good judgment in applying established guidelines to solve IT issues.
- l. Ability to work independently, without close supervision but as directed.

5. **Qualifications**

Education:

- a. High School Graduate or GED Equivalent
- b. Associates or Bachelor's Degree in Computer Science or three (3) years of professional level experience in information systems development and operations.

6. **Physical Requirements**

The physical requirements described are meant to be representative of those that must be met by an employee in order to successfully carry out the essential functions of the position.

Strength, dexterity, and coordination to use keyboard and video display terminal for prolonged periods. The manual dexterity and cognitive ability to operate a computer using databases and various forms of computer software and hardware. Strength and stamina to bend, stoop, sit, and stand for long periods of time. Dexterity and coordination to handle files and single pieces of paper; occasional lifting of files, stacks of paper or reports, references, and other materials. Some reaching for items above and below desk level. Some bending, squatting, and stooping to access confined spaces as necessary. Ability to appropriately handle stress and interact with others, including supervisors, co-workers, clients, and customers. Regular and consistent punctuality and attendance. Some heaving lifting (up to 60 pounds) is occasionally required.

In compliance with applicable disability laws, reasonable accommodations may be provided for qualified individuals with a disability who require and request such reasonable accommodations. Incumbents and individuals who have been offered employment are encouraged to discuss potential accommodations with the employer.

7. **Working Environment**

Work is normally performed under the following conditions: Some work is performed outside with exposure to extreme weather conditions including heat, rain, snow, cold, and wind. Incumbents are frequently exposed to noise, dust, fumes, odors, and vibrations and may be exposed to toxic chemicals and solvents such as herbicides and/or pesticides, paints, road paving materials and cleaning materials. The noise level in the work environment is often loud. Work will occasionally be performed in confined areas or at heights exceeding that of a stepladder. Work may be performed independently and may need to be done in somewhat isolated geographic areas.

8. Special Requirements

Must possess and maintain a current Nevada driver's license. May be required to work evenings, weekends, overtime and other non-standard hours and schedules. May be required to obtain a security clearance. May be required to attend out of town training and/or meetings requiring travel by car, bus, plane or other means of transportation. Would be required to be a Pershing County resident within 6 months of hire date.

This position will be subject to a pre-employment drug screen and a background check.

Employee's Acknowledgment: I acknowledge that I have read the above job description and have received a copy for my records.

Employee's Signature

Date Signed