

LYON COUNTY, MINNESOTA POSITION DESCRIPTION

Position Title: IT Technician

Department: IT

FLSA Status: Non Exempt

Reports to: IT Director

PURPOSE OF POSITION: This position assists in all communications and technology information functions in Lyon County, such as the diagnosing, repairs, upgrades, or replacing of hardware and software for issues and problems as required, reported, or directed. The IT Technician's primary responsibilities include help desk support and assisting with PC setups and installations. Work is performed under the supervision of the IT Director.

ESSENTIAL DUTIES AND RESPONSIBILITIES: Duties are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- Maintain appropriate confidentiality on all subject matters regarding all nonpublic data.
- Oversee help desk functions, documenting and responding to requests involving all functions of County technology, including computer, phone, printer, network, and departmental specific software and technology needs.
- Supports the operations of the County I Series, servers, and mail server including daily data backups, user administration, and end user support.
- Assists with inventory control documentation for all computer hardware, software and related equipment.
- Assists in various IT projects and tasks which may include such things as operating system upgrades, software upgrades, system backup monitoring, website development/maintenance, developing/maintaining database applications, etc.
- Provide technical support for the end users within the County system.
- Consult department heads on website content and keep fresh and maintain departmental sites.
- Create users in active directory enrollment.
- Create/maintain documentation of user issues. Provides technical assistance and troubleshooting for computer systems in all County Departments.
- Supports security policies and procedures, and maintains the security and integrity of all County systems. Report to Administration any violations in policy and procedures that are in place.
- Assist in maintaining network printers/copiers as well as assist in network server maintenance.

MINIMUM QUALIFICATIONS

Associates/Technical degree with coursework in Information Technology, or related field.

Six months' experience working in a help desk environment; proficiency in computer hardware support and Microsoft office products, or equivalent combination of education and experience.

Necessary Knowledge, Skills and Abilities

Knowledge of network security software and tools and computers and applicable software applications, principles of software testing, database management, customer service, and training.

Skilled in installing hardware, software, and network equipment, communicating technical information to a non-technical audience.

Ability to analyze applicable processes/databases and making appropriate recommendations to increase efficiency.

Skills in testing software, training end-users, and providing customer service.

Strong analytical skills, including the ability to accurately identify technological problems and determine appropriate courses of action.

Work independently, accepting responsibility and accounting for his/her actions, skilled in planning, organizing and working as a team member.

Physical Requirements:

Occasionally requires standing, walking, sitting, climbing or balancing, stooping, kneeling, crouching or crawling, pushing or pulling and lifting. Exerting up to 40 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects.

Language Ability:

Requires the ability to read a variety of professional, technical and administrative documentation, directions, instructions, methods and procedures. Requires the ability to interact with people (i.e. staff, general public and elected officials) beyond giving and/or receiving instructions.

Supervisory Responsibilities

None

NOTICE

A County employee in this position may encounter non-public data as defined by Minnesota or federal law in the course of their position. Any access to not public data should be strictly limited to accessing the data that is necessary to fulfill the defined job duties. While data is being accessed, the employee shall take reasonable measures to ensure the not public data is not accessed by unauthorized individuals. Once the work purpose to access the data is reasonably finished, the employee must properly store and secure the not public data in accordance with applicable County policies as well as Minnesota and federal law. All employees are expected to become familiar with and comply with the requirements of the County's Data Practices and Data Security Policies. A breach of these policies may lead to disciplinary action against the employee.

Accountabilities Shared by All Employees

1. Performs job responsibilities in a manner consistent with the County's vision, mission and values
2. Implicit in the employer-employee relationship is the right of Lyon County to rely upon the presence of the employee during assigned hours of work and the obligation of the employee for timely and regular attendance.
3. Develops and maintains a thorough working knowledge of all department and County-wide policies, protocols and procedures that apply to the performance of this position.
4. Develops respectful and cooperative working relationships with co-workers.
5. Informs immediate supervisor of all important matters pertaining to assigned job responsibilities.
6. Seeks opportunities for further personal growth and development.
7. Represents the County in a professional manner to all internal and external contacts when doing the County's business.
8. Complies with all rules and policies in order to maintain a safe work environment.

Signature

Supervisor's Signature

Date

Date

Lyon County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages prospective employees and incumbents to discuss potential accommodations with the employer.