

<b>POSITION DESCRIPTION</b>		Position #: 5145.305.01
Class Title: Information Services Network/PC Specialist		Range: 2080-13
Department: Information Technology	Location: Courthouse	Date: 11/02

**PURPOSE:** Under direct supervision of the IT Director, support and maintain in-house computer network systems, desktops, and peripherals. This includes installing, diagnosing, repairing, maintaining, and upgrading all hardware and equipment while ensuring optimal workstation and network performance. The person will also troubleshoot problem areas in a timely and accurate fashion, and provide end-user training and assistance where required.

**EXAMPLES OF PC TECHNICIAN DUTIES: (Illustrative only)**

- **Assist in preparing, maintaining, and upholding procedures for logging, reporting, and statistically monitoring PC performance.**
- **Accurately document instances of hardware failure, repair, installation, and removal.**
- **Assist in developing long-term strategies and capacity planning for meeting future computer hardware needs.**
- **Support development and implementation of new computer projects and new hardware installations.**
- **Maintain up-to-date knowledge of hardware and equipment contracts and supervise contract-based installations.**
- **Aid in the development of business continuity and disaster recovery plans, maintain current knowledge of plan executables, and respond to crises in accordance with business continuity and disaster recovery plans.**
- **Conduct research on computer products in support of PC procurement and development efforts.**
- **Evaluate and recommend hardware products for purchase.**
- **Recommend, schedule, and perform PC, hardware and peripheral equipment improvements, upgrades, and repairs.**
- **Provide training and support to, end users and staff on computer operation and other issues.**
- **Install, configure, test, maintain, monitor, and troubleshoot end-user workstation hardware, networked peripheral devices, and networking hardware products.**
- **Where required, install, configure, test, maintain, monitor, and troubleshoot associated end-user workstation software and networking software products.**
- **Perform on-site analysis, diagnosis, and resolution of complex PC problems for a variety of end users, and recommend and implement corrective hardware solutions, including off-site repair as needed.**
- **Monitor and test PC performance and provide PC performance statistics and reports.**
- **Oversee third-party support and PC equipment vendors.**

## **EXAMPLES OF NETWORK SPECIALIST DUTIES: (Illustrative only)**

- **Support development and implementation of networking projects and new technology installations.**
- **Conduct research on network products, services, protocols, and standards in support of network procurement and development efforts. Evaluate and recommend for purchase of networking hardware and software products.**
- **Install, configure, test, maintain, monitor, and troubleshoot end-user workstation hardware, software, networked peripheral devices, cabling, and networking hardware and software products.**
- **Maintain servers, including e-mail, print, and backup servers and their associated operating systems, software and security.**
- **Maintain all network hardware and equipment, including routers, switches, hubs, and UPSs.**
- **Monitor and test network performance and provide network performance statistics and reports.**
- **Receive and respond to incoming calls, pages, and/or e-mails regarding network connectivity problems.**
- **Perform on-site analysis, diagnosis, and resolution of complex network problems for a variety of end users, and recommend and implement corrective hardware and software solutions, including off-site repair.**
- **Recommend, schedule, and perform network improvements, upgrades, and repairs.**
- **Practice network asset management, including maintenance of network component inventory.**
- **Prepare, maintain, and adhere to procedures for logging, reporting, and statistically monitoring network data.**
- **Perform server and security audits.**
- **Perform system backups and recovery.**
- **Investigates suspected policy violations and reports them for action.**
- **Other duties as assigned by IT Director**

## **MANDATORY TRAINING & EXPERIENCE:**

Bachelor's degree in computer science or related field supplemented by at least 1 year years of related experience or;

Associate degree from an accredited college or junior college in computer or electronics technology supplemented by two years of PC networking and data communication experience and;

Any substantial and direct combination of training and experience equivalent to Windows Operating Systems and Network experience using personal computers is highly desirable.

## **KNOWLEDGE & ABILITIES:**

- **Technical knowledge of network protocols, PC hardware and software.**
- **Hands-on hardware troubleshooting experience.**
- **Working technical knowledge of windows operating systems, and standards.**
- **Ability to operate tools, components, and peripheral accessories.**
- **Able to read and understand technical manuals, and procedural documentation.**
- **Ability to conduct research into PC issues and products as required.**
- **Working technical knowledge of current network hardware, protocols, and standards.**
- **Hands-on hardware troubleshooting experience.**
- **Understanding of the organization's goals and objectives.**
- **Knowledge of applicable data privacy practices and laws.**
- **Strong written and oral communication skills.**
- **Ability to conduct research into networking issues and products as required.**
- **Ability to present ideas in user-friendly language.**
- **Self motivated and directed.**
- **Analytical and problem-solving abilities.**
- **Ability to effectively prioritize and execute tasks in a high-pressure environment.**

## **PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed in office settings. Hand-eye coordination is necessary to operate instruments, equipment, computers, and various other pieces of office equipment.

While performing the duties of this job, the employee may frequently be required to stand; walk; use hands to finger, handle, feel, or operate objects, tools, or controls; and reach with

hands and arms. The employee may regularly be required to sit; climb or balance; stoop; kneel, crouch, or crawl; talk or hear; and smell.

The employee must occasionally lift and/or move up to 50 pounds or more.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

**SPECIAL REQUIREMENTS:**

**Must agree to and successfully pass a criminal background check for Law Enforcement security clearance.**

Must possess a valid State of Wisconsin driver's license or have the ability to obtain; Must be physically capable of moving around office equipment.

**Persons in this position will be privy to information which is confidential or sensitive in nature and will use considerable independent judgment and discretion pertaining to disclosing of this information.**

**TOOLS AND EQUIPMENT USED:**

Personal computers, including word processing, spreadsheet, database, and standard equipment of a data processing office, including photocopiers, motor vehicle; telephone; voice mail, cellular phone.

**WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee may frequently travel between buildings.

The employee occasionally works in precarious places; exposed to wet and/or humid conditions, fumes, or airborne particles; near risk of electrical shock, and vibration.

The noise level in the office work environment is usually quiet to moderate and occasionally loud.

**Emergency services provided by the county require 24x7 support and the employee will be required to be available for regularly scheduled rotational periods. In addition in the event the Emergency Operations Center is required the employee will be expected to report and provide services as needed.**

**SELECTION GUIDELINES:**

Formal application, rating of education and experience; oral interview and reference check; job related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Approval: \_\_\_\_\_  
Administrative Coordinator/  
Director of Personnel

\_\_\_\_\_  
Employee Signature

Effective Date: 11/12/02