

**Clinton County Government**  
**I.T. Department Position Description**

**Title:** Information Technology Specialist

**Department:** Information Technology

**Reports to:** Information Technology Director

**Starting Wage:** \$23.43 - Pay Grade 12, PPME General Services Contract

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**Summary:** This position has the daily functional responsibility for all P.C.'s and P.C. networks. Supports multiple computer systems and computer related technologies. Maintains and manages County online presence.

**Essential Duties:** Essential job duties for this position include the following items. Other duties must be performed as assigned or required.

- Responsible for multiple site network support of Microsoft Servers.
- Researches and studies problems relating to Network/Server configuration; recommends and implements approved changes.
- Provides hardware/software support to Clinton County computer systems and users, which may operate 24 hours a day; assists in the planning, implementation, and maintenance of applicable hardware/software products.
- Reviews and installs, implements, maintains and tests packaged software on all county owned P.C.'s.
- Provides assistance, advice, technical support and training for software and hardware to office support staff. Coordinates own work with other staff.
- Responsible for setup and installation of new P.C.'s and printers, including wiring and optional boards.
- Assists in the development of scripts, procedures, configuration efforts, and backup or recovery procedures for servers/networks.
- Assists in the design, development, implementation, and maintenance of standards and procedures for use, control, updating and maintenance of PC workstations.
- Develops working relationships with outside vendors, initiates purchases as related to annual budget process, ensures timely and accurate delivery of products and services, and ensures accuracy in inventory control.
- Assists in the development and maintenance of disaster recovery procedures to ensure continuity of services in the event of catastrophic system failure.
- Responsible for beginning of day procedures including but not limited to system backup management and department security.
- Maintains County website, including but not limited to creating and troubleshooting web pages for functionality.
- Maintain County social media.

**Qualifications:** To perform this job successfully, the IT Specialist must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the minimum knowledge, skills and ability required.

Must possess a valid driver's license, reliable vehicle, and be able to work flexible hours including some nights and weekends. Must be able to travel to perform duties at offsite locations and for training.

**Education/Experience:**

Graduate from an accredited computer science program and three years' experience in installing and maintaining networks, PC's and software systems using standard software packages, or an equivalent combination of education, training and experience.

**Mental/Visual Demands:**

- Ability to read, analyze and follow technical manuals and government regulations.
- Pay close attention to detail; plans and lays out all phases of system; with hardware and software utilization irregularities tend to be the norm.
- Ability to compile reports, business correspondence, and procedure manuals.
- Ability to effectively present information and respond to questions from users, managers, vendors and the general public.
- Uses math calculations involving fractions, decimals, percentages.

**Complexity:**

- Ability to recognize problems in data processing systems hardware and software; effectively recommend hardware configurations; isolate and resolve user problems such as cabling, device, software, hardware function failure; troubleshoot PC hardware problems and pinpoint, isolate, and correct sources of failure.
- Ability to develop and conduct assigned training courses for users; communicate effectively, both verbally and in writing; establish and maintain effective working relationships with office support staff and users; apply self-motivation and work independently.

**Physical Demands:**

- Frequently lifts and carries PC's, printers, scanners and other equipment weighing up to 20 pounds.
- Occasionally lifts server and other equipment weighing up to 50 pounds.
- Occasionally pushes cart to transport above equipment.
- Occasionally handles delicate PC boards.
- Occasionally uses sense of touch and dexterity to install PC boards.
- Occasionally grasps and twists a screwdriver or other small hand tools during installation of DP equipment.
- Occasionally turns body, stoops, crouches or crawls to install wiring and cabling.
- Frequently sits at a desk to work on projects.
- Frequently fingers a keyboard.
- Frequently uses a computer mouse.
- Frequently walks to offices or user areas.
- Frequently uses senses of sight and hearing.
- Rarely uses senses of taste and smell.

**Contacts:** First contact for other county offices seeking advice on information technology support services. May develop and maintain regular outside contacts with hardware and software vendors. Job requires tact and listening skills.

**Work Environment:**

- Continuous exposure to an office environment.
- Occasional exposure to outside environment when visiting remote sites.
- Continuous exposure to sudden temperature changes when moving from one office to another.
- Rare exposure to dust from cleaning equipment.
- Continuous exposure to noise in offices.
- Occasional exposure to mechanical hazard from DP Equipment.
- Occasional exposure to electrical hazard from DP Equipment.
- Occasional exposure to cramped quarters.
- Occasional exposure to legal/jail environment when providing user support.
- Frequent pressure due to coordination and implementation of projects and changing priorities.