

JOB OPENING ANNOUNCEMENT



Position Title: Technology Services Specialist I

Department: Information Technology

Position Summary:

Responsible for complete day-to-day Tier-I issues as they relate to the overall deployment and maintenance of desktop computer systems, phone systems, and other electronic systems within a small to medium sized organization. Incumbent acts as the primary, on-site interface to all levels of the organization to include elected officials and executives. Provide user training as needed and bring recommendations for change back for analysis. Keep accurate records and documentation to include help-guides and training materials.

Franklin County participates in the Kansas Public Employees Retirement System (KPERS & KP&F).

How to Apply: Complete On-Line Application at www.HRePartners.com.

Base Rate: \$16.17 per hour

Date Opened: Thursday, November 3, 2016

Date to Close: Open Until Filled

Hours: Generally, 8 a.m. to 5 p.m. Monday – Friday.
Overtime may be required.

Questions regarding this job announcement shall be directed to the Human Resources Department at 785-229-3444 or via e-mail at humanresources@franklincoks.org.

Additional Information:

Associate's degree or equivalent from two-year college or technical school with a major in Computer Information Systems, Information Technologies or a related field or two to three years related experience and/or training required. A valid driver's license is required.

Effectively troubleshoots and resolves issues related to desktop computer hardware, peripherals, network, and software in both on-site and remote environments with no supervision and with a high level of accuracy required.

Completes day-to-day Tier-I issues as they relate to the overall deployment and maintenance of desktop computer systems, phone systems, and other electronic systems within a small to medium sized organization.

Provides first-level support as needed to resolve 80% of day-to-day desktop and phone support issues within established response intervals required.

Completes basic research as required to identify and recommends solutions to meet the needs and requests of the user community. Educates self, completes requirements gathering from users, identifies needs, and makes recommendations to the IT Director for final selection.

Ability to establish and maintain effective working relationships with the co-workers, public, staff, management, other county employees, and contractors required.

Employee is expected to have acquired the necessary skills and knowledge to perform at an acceptable level within six months of being awarded the position.

Franklin County conducts background checks and drug screening on all potential candidates.

Anyone with a disability who needs a reasonable accommodation related to a selection process is requested to contact the Human Resources Department at 785-229-3444 at least two days prior to the scheduled test or interview.

Duties listed on the job description are intended only as illustrations of the various types to work performed. Omission of specific statements of duties does not exclude them if the work is similar, related, or a logical assignment to the position. The attached job description does not constitute an employment agreement and is subject to change as the County's needs and requirements of the job change.

The State of Kansas and Franklin County are At-Will Employment jurisdictions. The County is an Equal Opportunity Employer. Applicants and/or employees with a disability as defined in the Americans with Disabilities Act may request accommodation to perform the position's functions. Requests should be directed to the Human Resources Director.

Franklin County is an Equal Employment Opportunity Employer.

Franklin County, Kansas Job Description

Title: Technology Services Specialist I	Grade: 17
Reports To: IT Director	FLSA: Non-Exempt
Department: Information Technology	Modified Date: November 2016

JOB SUMMARY:

Responsible for complete day-to-day Tier-I issues as they relate to the overall deployment and maintenance of desktop computer systems, phone systems, and other electronic systems within a small to medium sized organization. Incumbent acts as the primary, on-site interface to all levels of the organization to include elected officials and executives. Provide user training as needed and bring recommendations for change back for analysis. Keep accurate records and documentation to include help-guides and training materials.

ESSENTIAL FUNCTIONS:

- Effectively troubleshoots and resolves issues related to desktop computer hardware, peripherals, network, and software in both on-site and remote environments with no supervision and with a high level of accuracy;
- Provides first-level support as needed to resolve 80% of day-to-day desktop and phone support issues within established response intervals;
- Maintains physical inventory of all departmental assets. Prepares unused and outdated assets for disposal following appropriate standards, procedures and disposition processes such as auction, surplus, or recycle;
- Completes basic research as required to identify and recommends solutions to meet the needs and requests of the user community. Educates self, completes requirements gathering from users, identifies needs, and makes recommendations to the IT Director for final selection;
- Completes basic move/add/change requests to user accounts on the County phone system, voicemail system, Windows, IBM AS/400, and others as required;
- Utilizes above-normal knowledge of Microsoft Windows and Microsoft Office products (Word, Excel, Access, PowerPoint, Outlook) to provide basic support, advice, and informal training to users;
- Accurately completes basic user administration on desktop systems and servers to include move/add/change of user accounts and passwords;
- Provides proactive on-site analysis of user environments; providing training and information as needed to improve overall customer satisfaction and efficiency;
- Develops, updates, and maintains thorough records and documentation related to responsibilities;
- Installs, configures, cleans, troubleshoots, and maintains phone sets on the County phone system;
- Accurately completes desktop computer system builds to include hardware and software;
- Professionally installs wiring infrastructure in support of data, phone, and other low-voltage requirements using published industry standards, best practices, and internally defined specifications;
- Implements and manages backup and failover systems for both critical and non-critical systems;
- Implements, optimizes, modifies, and maintains a fully-functional Active Directory domain environment complete with DHCP, DNS, Group Policy and custom written batch file integration;
- Part of a 3-way cycle of on-call duty;
- Communicates with external agencies for a variety of reasons;
- Accepts phone calls and emails throughout the day;
- Other duties as assigned.

SECONDARY FUNCTIONS:

Performs other related duties as required.

SUPERVISORY FUNCTIONS:

- None.

MINIMUM QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

KNOWLEDGE:

- Knowledge and experience in troubleshooting, using and maintaining various software applications;
- Knowledge of general policies related to the department, special assignments and related matters;
- Knowledge and experience in structured wiring and network cabling following industry standards.

SKILLS:

- Skill in completing day-to-day Tier-I issues as they relate to the overall deployment and maintenance of desktop computer systems, phone systems, and other electronic systems within a small to medium sized organization;
- Skill in acting as the primary, on-site interface to all levels of the organization including but not limited to elected officials and executives. Provide user training as needed and bring recommendations for change back for analysis;
- Skill in keeping accurate records and documentation to include help-guides and training materials;
- Skill in analytical troubleshooting skills, at an exceptionally strong level.

ABILITY:

- Ability to effectively identify and utilize all available resources including tools, personnel, and documentation to gain understanding and resolve issues in an efficient manner;
- Ability to quickly and proactively learn, adapt and excel in an ever-changing environment;
- Ability to become a subject matter expert on multiple hardware and software applications;
- Ability and willingness to share knowledge with other teammates to further increase organizational efficiency;
- Ability to communicate effectively verbally and in writing using the English language;
- Ability to establish and maintain effective working relationships with the co-workers, public, staff, management, other county employees, and contractors;
- Ability to meet physical demands of the position.

CERTIFICATIONS, LICENSES, REGISTRATIONS:

- Valid class C Kansas driver's license required.
- At least one certification applicable to job functions such as A+, Networks+, MCSE, etc.

REQUIRED EDUCATION/OR EXPERIENCE:

- Associate's degree or equivalent from two-year college or technical school with a major in Computer Information Systems, Information Technologies or a related field;
- or two to three years related experience and/or training;
- or equivalent combination of education and experience.

PREFERRED EDUCATION/OR EXPERIENCE:

- Bachelor's degree from four-year college or university a major in Computer Information Systems, Information Technologies or a related field;
- or four to five years related experience and/or training;
- or equivalent combination of education and experience.

PHYSICAL CONDITIONS:

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.

- While performing the duties of this job, the employee is regularly required to stand; use hands to handle or feel; to reach with hands and arms and to talk or hear.
- The employee is frequently required to walk.
- The employee is occasionally required to sit; climb or balance; stoop, kneel, crouch, crawl or smell.
- The employee must occasionally lift and/or move up to 50 pounds.
- Specific vision abilities required by this job include close vision, distance vision, color vision and peripheral vision.

WORKING CONDITIONS:

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.

- The noise level in the work environment is usually moderate.

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel so classified in this position.