Park County
Job Description

Title:	IT Assistant	Code:	910
Division:	Operations	Effective Date:	04/08
Department:	Information Technology	Last Revised:	3/4/09

GENERAL PURPOSE

Performs a variety of **entry level advanced technical support** duties related to installation, maintenance, and operation of county information and technical systems including: computer systems, network systems, telecommunications and telephone systems, 911 systems, radio systems, security electronics systems, and data processing operations of the county.

SUPERVISION RECEIVED

Works under the general or direct supervision of Chief Information Officer; may work under general or direct supervision of IT Technicians, at the direction of Chief Information Officer.

SUPERVISION EXERCISED

None.

ESSENTIAL FUNCTIONS (Performs Some or All of the Following at an entry level)

General: Assists with the essential functions of the Chief Information Officer as directed.

Network Administration: Installs, maintains and monitors the operation of county and public safety networks; recommends and implements LAN, WAN policies and standards and ensures adherence to proper standards; maintains contact with outside organizations for the maintenance, service and purchase of related equipment.

Reviews security issues and access control mechanisms to prevent unwanted access to networks; adheres to network change management and configurations that meet required security policy; develops new methodologies to improve networking performance and client service; assures privacy and security for systems software, databases, and computer files; designs and sets up security systems, including passwords, log-ins, and various levels of the same.

Design install, test, verify and validate firewall systems; utilizes current trends, principles and practices for information assurance and network security; evaluates, troubleshoots and debugs network performance issues, i.e., availability, utilization, throughput and latency focusing on network design and protocol security.

Maintains, installs and expands network infrastructure; installs or replaces hardware, assembles computers and components; network wiring and related components; installs switches, punch panels, rack equipment and backup power sources.

Evaluates and recommends hardware and software acquisitions; evaluates and monitors system capacity; predicts and estimates hardware and software performance for current and future operations volume; assures hardware and software capability to continually handle changing information and storage requirements; provides recommendations for improving operational efficiency throughout the county.

Customer Service: Performs Helpdesk functions to provide 1st level of support of all information and technical system users; manages continuous information and technical system operations; performs various complex technical assistance for end users; performs various installation projects related to information and technical systems; sets up new users, work groups, or domains; assures proper configurations for system and end user equipment.

Performs custom programming and development of standalone and integrated computer programs as needed, utilizing various programming languages.

Provides direct support for software including word processing, spreadsheets, e-mail, removal of viruses and spyware, network connections, printer problems, etc.; updates departmental websites.

Disaster Recovery: Assists in the development and maintenance of systems integrity; develops and maintains backup and recovery procedures to assure system protection in the event of hardware/software failure and preserve digital records; plans and schedules rotation of backup media; documents procedures and trains personnel to respond to system emergencies as needed.

Server Administration: Performs maintenance and coordinates acquisition of system servers; assemble, upgrade and install server stations; monitors daily operation.

Database Administration: Performs database administration; designs organizational data definitions and standards; assist in the development and review of logical database file designs; provides for adequate privacy and security for databases and establish recovery procedures; monitors and measures database usage statistics; recommends changes for non-performing applications.

Telecommunications: Performs a variety of complex technical duties as needed to install, maintain and monitor telecommunications, telephone, and radio systems; programs and reprograms radios; negotiates cellular phone services and fees.

Security Electronics Systems: Installs and maintains county sheriff security system, including keypad entry, manually activated entry, audio and video surveillance systems, intercom systems and alarm systems.

Performs related duties as required.

MINIMUM QUALIFICATIONS

1.   Education and Experience:

        A.   Graduation from high school, plus one (1) year of specialized training in information systems, computer science, programming; systems analysis, networking or related field;

                                        AND
        B.   One (1) year of responsible experience performing above and related duties; specific experience in the management and design of data systems is preferred;

                                        OR
        C.   An equivalent combination of education and experience.

2.   Required Knowledge, Skills, and Abilities:

        Some knowledge of computer, data processing, telecommunications and telephone systems, radio systems and equipment capabilities; operating systems and software operations and capabilities; data communication concepts; data-base management; security electronics systems; telecommunications and 911 technical operations; public safety dispatch operations; system design concepts; information system management concepts; detailed logical flow charts; computer and programming languages; algebra and related mathematics essential to computer programming; methods and standards for project control; documentation procedures; technical writing; interpersonal communication skills; negotiation techniques; interrelationships of various county departments; "Helpdesk" support methods, organization and procedures.

        Ability to plan and develop logical applications of county information and technical systems to address complex problems; analyze a variety of problems and arrive at alternative solutions applicable to county information and technical systems; communicate effectively, verbally and in writing; develop effective working relationships with elected officials; technicians, vendors, supervisors, and co-workers.

3.   Special Qualifications:
        Must be able to pass a security background investigation. May be required to be or become certified in specific industry standards or platforms such as MCSE, MCSD (Microsoft), CCNA (Cisco) or other IT/telecommunications disciplines.

4.   Work Environment:
        Tasks require variety of physical activities, that may involve muscular strain, such as walking, standing, stooping, sitting, reaching, lifting, climbing, talking, hearing and seeing. Tasks sometimes occur in hazardous environments and under high stress. Mental application utilizes memory for details, emotional stability, discriminating thought processes, and creative problem solving. Occasional travel required in the performance of job duties.

<p align="center">*****</p>

                I