TECHNOLOGY & INNOVATION PROFESSIONAL

Position Code: 2520
WC Code: 9410
FLSA Status: Non-Exempt
Pay Grade: 353
Location: Technology & Innovation
Approval Date: 2019

General Statement of Duties

Performs difficult professional work networking computer hardware and software and providing assistance to users of personal computer equipment; does related work as required.

Distinguishing Features of the Class

Employees in this class typically work in a micro-computer environment and provide hardware and software support to users including but not limited to software training. Oversees WAN/hard disk back-ups, hardware and software installation, disk formatting and troubleshooting printer malfunctions. May generate ad hoc reports, develop use documentation and evaluate hardware, software and new technology to make purchase recommendations to management. Work is independently performed under the supervision of the Information Technology Director.

Duties and Responsibilities

Troubleshoots and supports a variety of hardware and software problems.

Trains and assists users in a variety of software applications.

Installs software and provides support.

Provides support for the Cisco phone system.

Assists in the set up and roll out of new equipment including laptops and workstations.

Creates and maintains all Town pc images.

Maintains database to track inventory of computer and telephone equipment.

Reviews and makes recommendations for hardware and software purchases.

Assists in all Enterprise backups.

Maintains the user database, password, and security programs.

Performs other tasks as required.

Recruitment and Selection Guidelines

Knowledge, Skills and Abilities

Thorough knowledge of the operation, uses and capabilities of personal computer equipment.

Thorough knowledge of personal computer setup, configuration and support.

Thorough knowledge of MAC setup, configuration and support.

Thorough knowledge of Cisco VOIP system.

General knowledge of word processing, spreadsheet and presentation software.

Some knowledge of general office procedures, practices and equipment.

Ability to understand and follow written and oral instructions.

Ability to install and configure networking hardware and software.

Ability to establish and maintain effective working relationships with officials, department heads, employees, general public and vendors.

Skill in the use of personal computer hardware and software.

Physical Requirements

Must be able to perform the physical life functions of reaching fingering, pushing, pulling, grasping, talking, hearing and repetitive motions.

Must be able to perform light work exerting up to 20 pounds of force occasionally, up to 10 pounds of force frequently and/or constantly.

Must possess the visual acuity to inspect, analyze, and repair computers and other technology.

Minimum Education and Experience

Bachelor's degree from an accredited college or university in Computer Science or a related field and two years computer help desk experience that includes installation and troubleshooting, or an equivalent combination of education and experience.

Special Requirements

Possession of a valid North Carolina Driver's License