

# Marion County Board of County Commissioners

## POSITION DESCRIPTION



*To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.*

### SENIOR TECHNOLOGY SUPPORT SPECIALIST

**Department:** Information Technology  
**Pay Grade:** 111  
**FLSA Status:** Non-Exempt  
**Job Class:** 3124  
**Risk Code:** 8810

#### JOB SUMMARY

This is an advanced lead technical position which oversees the maintenance of hardware, software, user accounts, and back up for the System Manager. This individual is highly motivated and works well with others. This is a frontline position providing excellent customer service to County staff, other constitutional offices, and the public.

#### ESSENTIAL JOB FUNCTIONS

- Serves as back up for the Information Technology (IT) Systems Manager to include liaison between managers, customers, and employees.
- Oversee assembling and installing of computers, printers and other peripheral devices at all customer locations. Track damage to equipment from any source.
- Provide guidance on troubleshooting and repairing computer equipment and software. Resolve customer problems as they occur. Report any unresolved problems to Systems Manager for resolution.
- Coordinates with IT staff and users for scheduling of computer software and/or hardware upgrades.
- Performs follow-up on any and all work performed to ensure customer satisfaction and compliance with standards. Evaluates damages and repair costs. Evaluates equipment and software.
- Make team decisions such as scheduling of daily workloads and priorities, maintaining the on-call calendar, and recommending hardware.
- Create and maintain Active Directory and email accounts for county staff to include user permissions.
- Provide immediate technology support for various meetings such as County Commissioners, TPO, and Zoning.
- Required to report to work at the appointed hour, as scheduled, and to work the entire assigned schedule.

- May be required to work outside normal business hours, participate in an on-call rotation, have the ability to perform work remotely, respond to emergencies on a 24/7 basis, and carry a mobile phone
- Provides excellent customer service to members of the general public and other County employees. Personal contact occurs with other employees of the unit, employees of other departments in the County, citizens, and customers of the department. Service is provided in person or by phone contact.
- Implements the organization's guiding principles and core values.
- Performs other related job duties as assigned.

### **SUPERVISION**

Regularly functions as a lead worker for a small group of employees (one to five) in the absence of a designated lead position. May review the work product of others. Provides guidance, advice, and assistance to others on work assignments. Provides work direction.

### **QUALIFICATIONS**

#### **Education and Experience**

Associate's Degree, Bachelor's preferred, in Information Technology, Computer Science, or related field; with three (3) years' related experience in the installation, maintenance, diagnostics and troubleshooting of application, operating system in both local, wide, and wireless environments; or equivalent combination of education and experience.

#### **Licenses or Certifications:**

Possession of a valid, State of Florida driver's license to operate a motor vehicle. Must successfully pass a Criminal Justice Information Services (CJIS) background check and maintain a current CJIS Level 4 Security Awareness Certification. These requirements exist at the time of hire and as a condition of continued employment

May be required to acquire and maintain professional certification(s) related to the technology and applications used by the organization.

### **KNOWLEDGE, SKILLS AND ABILITIES**

- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.
- Ability to write reports, business correspondence, and procedure manuals.
- Ability to effectively present information and respond to questions from managers, clients, customers, and the general public.
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
- Problem Solving Ability
- Ability to define problems, collect data, establish facts, and draw valid conclusions.

- Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.
- Functions independently as an expert in matters of specialized code, analysis, or complex technical systems.
- Experience working in a computer network environment.
- Ability to work with limited supervision.
- Familiar with cabling and wiring standards of the County’s in use platforms and related technologies.
- Ability to organize material, analyze information, and develop appropriate recommendations.
- Ability to acquire and maintain knowledge of information systems trends through training and periodicals.
- Ability to remain calm in stressful situations.
- Ability to take a teamwork approach to the job by cooperating with others, offering to help others when needed, and considering larger organization or team goals rather than individual concerns. Includes the ability to build a constructive team spirit where team members are committed to the goals and objectives of the team.

**PHYSICAL DEMANDS**

The work is heavy work which requires exerting up to 100 pounds of force occasionally as a team lift, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects. While performing the duties of this job, the employee is regularly required to walk, talk, see and hear. The employee is occasionally required to stand and frequently required to sit; use hands to finger, handle, or feel; reach with hands and arms. Some movements of the hands, arms and wrists may involve repetitive motion. Specific vision abilities required by this include close vision, distance vision, color vision, depth perception and ability to adjust focus.

**WORK ENVIRONMENT**

Work is performed primarily in various indoor and outdoor environments. While performing the duties of this job, the employee will occasionally be exposed to wet or humid conditions, high precarious places, fumes or airborne particles, toxic or caustic chemicals, outdoor weather conditions, extreme heat, and vibration; and will frequently be exposed to moving mechanical parts and risk of electrical shock.

***Marion County has the right to revise this job description at any time. This description does not represent in any way a contract of employment.***

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

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor (or HR) Signature

\_\_\_\_\_  
Date

***E.O.E.*** Marion County does not discriminate on the basis of race, color, national origin, sex, religion, age, disability or military service in employment or the provision of services.