

Buchanan County

**POSTING DATE: August 28, 2019**

**Information Technology Support Specialist**

**DEPARTMENT:** Information Technology (IT)

**DUTIES:** Provides assistance, support, and advice to end users that utilize computer software or equipment throughout the County's organization. This includes setup and installation, trouble shooting, and updating of computer programs.

**QUALIFICATIONS:** Associate's degree in Computer Science, Information Systems, or a related field; or successful completion of an approved curriculum or training course in computer operations, and a minimum of two (2) years on-the-job experience providing technology support. Or, any equivalent combination of education, training and/or work related experience that provides the knowledge, skills, and abilities necessary to perform the essential functions of the position.

**STATUS:** Full-time – Non-Exempt.

**Hourly Wage:** Based on experience and qualifications

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**Applications and job description can be obtained through the Buchanan County Auditor's Office or through the County's website at [www.buchanancountyiowa.org](http://www.buchanancountyiowa.org). Application, signed job description, along with a resume will be accepted through Friday, October 4, 2019 at 4:30 p.m.**

**Send completed application, signed job description, along with a resume to the Buchanan County Auditor's Office at the address listed below.**

Buchanan County is an Equal Opportunity Employer (EOE).  
It is the policy of Buchanan County to comply with the Americans with Disabilities Act.

## BUCHANAN COUNTY

**Position:** Information Technology Support Specialist

**Supervises:** None

**Department:** Information Technology (IT)

**Gives work direction to:** None

**FLSA Status:** Non-Exempt  
Non-Bargaining Unit

**Reports to:** Information Technology Director or  
Board of Supervisors

**Revision Date:** August, 2019

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### POSITION SUMMARY

At will position appointed by the Board of Supervisors and reporting to the Information Technology Director (IT). Under general supervision; provides assistance, support, and advice to end users that utilize computer software or equipment throughout the county's organization.

### ESSENTIAL JOB DUTIES

- Assist in the operation and setup of the county's computerized information system; along with the installation and maintenance of related peripheral equipment (e.g., printers, , direct access storage devices, operator console); monitors data processing environmental controls (e.g., temperature controls, power systems); report problems to IT Director.
- Provides support to end users in trouble shooting their IT related problems, and answer questions regarding operational procedures.
- Assist with the installation, testing, or updating of computer programs related to machine operating systems.
- Assist with updates of network modules as required by enhancements in technology and security updates.
- Assist with maintaining inventory of supplies, equipment, and licensing of software; along with arranging for repairs to equipment for departments.
- Attends classes, seminars and conferences to keep current on technology.
- While performing the duties of this job, the employee will be required to perform heavy work, occasionally (1-33% of the time) to lifting/lowering, carrying and pushing/pulling various items/using force from 50-100 pounds, and will sit or stand for an extended period of time; safely climb, walk, balance, stoop, kneel, crouch, crawl, reach, grasp, and perform other job related physical demands. **Team lift or mechanical assist is required for weights over 50 pounds.**
- Must maintain a valid State of Iowa driver's license, and be insurable under the County's guidelines; as travel to various locations is required.
- Must pass a thorough fingerprint search conducted by local, state, and national files.

### INCIDENTAL JOB DUTIES

- Any other duties as assigned or required by the IT Director or Board of Supervisors.

### KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

The individual must possess the following knowledge, skills and abilities or be able to explain and demonstrate that the individual can safely perform the essential functions of the job, with or without reasonable accommodation, using some other combination of skill and abilities.

- Ability to perform assessments and make independent decisions with minimal supervision.
- Ability to maintain composure while working under pressure and adapt quickly to change, and to plan, organize and prioritize tasks with numerous interruptions.
- Ability to maintain an effective working relationship with County, State, and Federal officials, department heads, employees, business associates and representatives from other public or private entities and vendors, and the general public.

**KNOWLEDGE, SKILLS AND ABILITIES REQUIRED (Continued)**

- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to assist in the development, planning, and coordinating of projects while communicating changes and progress, and completing projects on time and within budget.
- Ability to listen and understand the problem that end users are describing and know when to ask questions to clarify the situation.
- Ability to work as a team player.
- Knowledge of the functional characteristics of information technology processing equipment; including performance monitoring, basic information technology processing principles and operating systems, and Virtual Technology.

**ENTRY REQUIREMENTS**

**Education/Training: High school diploma or GED;**

**And**  
Associate's degree in Computer Science, Information Systems, or a related field; or successful completion of an approved curriculum or training course in computer operations.

**And**  
**Work Experience:** A minimum of two (2) years on-the-job experience providing technology support;

**OR**  
Any equivalent combination of education, training and/or work related experience that provides the knowledge, skills, and abilities necessary to perform the essential functions of the position.

**Required licenses, registrations and certifications:** Possession of a valid State of Iowa Driver's license and be insurable under the County's guidelines.

**Required post-offer physical examinations:** Must meet all requirements as outlined in the employee handbook.

**Required drug testing:** Drug testing shall be required as allowed by state law.

**Residency requirement:** None.

**Other testing required:** None.

**PHYSICAL DEMANDS AND WORK ENVIRONMENT:** The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions:

- *Physical demands:* While performing the duties of this job, the employee will be required to perform heavy work, occasionally (1-33% of the time) to lifting/lowering, carrying and pushing/pulling various items/using force from 50-100 pounds, and will sit or stand for an extended period of time; safely climb, walk, balance, stoop, kneel, crouch, crawl, reach, grasp, and perform other job related physical demands. **Team lift or mechanical assist is required for weights over 50 pounds.**
- Specific vision abilities required by the job include near vision, far vision, depth perception, color vision, peripheral vision, and the ability to adjust focus.
- *Work Environment:* While performing the duties of this job, the employee's work is primarily performed inside in an office setting. The noise level in the work environment is usually moderate to high.

**HOURS OF WORK**

Generally, thirty-seven and a half (37.5) hours per week with the normal work week beginning Sunday through Saturday. May be required to work additional hours or to change hours with minimal notice because of operational needs or emergency situations.

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1. Marginal functions of the position that are incidental to the performance of essential job duties have been excluded from this job description.
2. All requirements are subject to possible modification to reasonably accommodate qualified individuals with disabilities. Prospective employee and incumbents are encouraged to discuss possible accommodations with the County.
3. Job descriptions in no way state or imply that the description includes every duty to be performed by the employee in the position. Employees will be required to follow any other job related instructions and to perform any other job-related duties requested by their supervisor.
4. The County reserves the right to change or reassign job duties or combine positions at any time.
5. Buchanan County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourage prospective employees and incumbents to discuss potential accommodations with the employer.

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Department Head signature

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Employee Signature

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Date

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Date