

I.T. Technician

Job Summary

Under the direction of the Technology Director the I.T. Technician is responsible for providing technical support related to desktop hardware, software and associated peripherals. The I. T. Technician also responds to queries, runs diagnostics, isolates complex problems and implements solutions. The position reports directly to the Technology Director but may be assigned as needed to other county offices as a primary work location.

Primary responsibilities

- Provides technical assistance and support for incoming queries and issues related to computer systems, software, hardware and peripherals.
- Responds to queries either in person, over the phone or with remote access.
- Daily physical and remote monitor status check of SAN storage, datacenter environment and equipment and backup site environment and equipment.
- Daily check status of system backups and PDQ Deploy and PDQ Inventory jobs.
- Setup and deploy new equipment as needed.
- Respond to email messages for customers seeking help.
- Ask questions to determine nature of problem.
- Walk customer through problem-solving process.
- Install, modify, and repair computer hardware and software.
- Clean up computers.
- Run diagnostic programs to resolve problems.
- Resolve technical problems with Local Area Networks (LAN), Wide Area Networks (WAN), and other systems.
- Install computer peripherals for users.
- Follow up with customers to ensure issue has been resolved.
- Stay up to date on all new developments in the technology industry that pertain to current environment.
- Other duties as assigned by the Technology Director.

Education and Experience

Associate Degree in Computer Technology field or 2 years' working experience in Information Technology support. Internship may be accepted depending on experience.

Other Requirements:

- Must pass a background check.
- Must obtain a current driver license.
- Must be willing to sign a standard of conduct agreement or Code of Ethics.
- Successful State of Ohio and National based fingerprint records check.
- Must Obtain LEADS Certification upon hiring.
- Must complete Security Awareness training (level 4) to be completed within six (6) months of hiring, as well as biennially.

Wage Information:

- Determined by experience.