GILA COUNTY HUMAN RESOURCES

JOB ANNOUNCEMENT

1400 E. ASH STREET, GLOBE, AZ 85501

POSTED: JULY 18, 2013
CLOSING DATE: JULY 24, 2013

DEPARTMENT: **Information Technology**

POSITION: **I.T. Administrator & Support Sr.**

LOCATION: **Globe**

JOB CODE: **13-078**

ANNUAL SALARY: **$37,211.20 - $55,244.80 DOE**

NATURE OF WORK

Performs a variety of technical support and administration functions with developing and maintaining assigned information technology systems, hardware and software; provides user assistance, develops and maintains departmental applications.

DUTIES AND RESPONSIBILITIES:

- Manages, maintains, modifies, repairs, enhances and upgrades for system software in assigned area(s); troubleshoots data and software issues.
- Responds to service requests from County employees including software, hardware, web, intranet, network, voice mail, and email support.
- Provides technical support to end users including user access, repairing computers, assisting with software installation, user training, installing new computers, and resolving computer and network related issues.
- Maintains and administers network systems and equipment and insures that Network systems perform in a manner which meets business needs and objectives; monitors Network system and server performance; monitors security of assigned systems; coordinates upgrading activities and ensures servers are operating at peak efficiency.
- Maintains and modifies assigned County internet and intranet web sites including updating text and links, uploading documents, changing and developing graphics, and content editing.
- Coordinates with Network and department Administrators regarding software product related issues.
- Conducts research and coordinates with vendors regarding computer hardware and software upgrades as required.
- May maintain system hardware/software including connectivity routers, programming routers, firewalls, modem cabling, and power backup equipment.
- Responds to emergency hardware and software problems; troubleshoots problems and resolves if possible or contacts vendor staff.
- May order computers, monitors, printers, scanners and other equipment required by area of assignment.
- Coordinates special projects for area of assignment as necessary.
- Conducts backup and maintenance activities for area of assignment.
- Performs web design and programming functions; provides related support.
- Stays current regarding hardware and software technology by attending relevant courses and seminars as required.

WORKING ENVIRONMENT:

Work is performed in an office environment where standing, walking, bending, and lifting up to 50 pounds is involved.

DISTINGUISHING CHARACTERISTICS:

This is a Senior level in the Information Technology Administrator and Support job family. At this level employees are fully competent to perform the range of systems monitoring and troubleshooting for assigned system, associated networks and personal computers.

EMPLOYMENT STANDARDS:

Associate's Degree in Information Technology or related field and two (2) years computer systems operations, installation, maintenance and troubleshooting experience; or equivalent combination of education, training and experience. A valid Arizona Driver's License.

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KNOWLEDGE, SKILLS & ABILITIES REQUIRED:

Knowledge of: Principles and practices of information technology; information technology equipment and tools; PC hardware and software technology; methods for installing and maintaining computers; processes for maintaining servers; telecommunications and data processing equipment; programming; web design processes.

Ability to: Analyze and resolve computer problems; provide end user technical support; maintain and enhance assigned servers and networking areas; maintain internet and intranet sites; perform web design and programming functions; conduct hardware and software related research; coordinate special projects; order and maintain computer equipment; communicate effectively orally and in writing.

Skills in: Providing analysis, troubleshooting, system monitoring and maintenance; user support.

NOTICE: APPLICANTS MAY BE REQUIRED TO FURNISH, AT THEIR OWN EXPENSE, DOCUMENTARY PROOF OF EDUCATIONS, CERTIFICATION, REGISTRATION, LICENSE OR ANY OTHER PROOF OF COMPETENCY AS REQUIRED IN THE OFFICIAL CLASSIFICATION DESCRIPTION OR ANNOUNCEMENT AND MAY BE REQUIRED TO UNDERGO PHYSICAL, PSYCHOLOGICAL AND/OR BACKGROUND INVESTIGATIONS AS A CONTINUING CONDITION OF EMPLOYMENT. FURTHER, APPLICANTS FOR POSITIONS REQUIRING OPERATION OF A COUNTY OR PERSONAL VEHICLE ON OFFICIAL BUSINESS MUST POSSESS AND MAINTAIN COUNTY OR PERSONAL VEHICLE OPERATORS LICENSE. GILA COUNTY DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, NATIONAL ORIGIN, SEX, RELIGION, AGE OR DISABILITY, AND FAMILIAL STATUS IN EMPLOYMENT OR THE PROVISIONS OF SERVICE. AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER.