

GILA COUNTY HUMAN RESOURCES

JOB ANNOUNCEMENT

1400 E. ASH STREET, GLOBE, AZ 85501



POSTED: MARCH 17, 2016

REVISED: JUNE 28, 2016

OPEN UNTIL FILLED

DEPARTMENT: Sheriff's Office

POSITION: Part-time I.T. Support Specialist

LOCATION: Globe

JOB CODE: 16-023

PLEASE USE CIVILIAN/VOLUNTEER APPLICATION

20 HOURS PER WEEK

HOURLY SALARY: \$20.02-\$22.42 DOE

PURPOSE OF THE JOB

The purpose of this position is to help ensure that the Sheriff's Office IT systems operate effectively to serve users. This position involves network administration, software development and installation, and the planning and management of the Sheriff's Office technology life cycle, by which hardware and software is maintained, upgraded, and or replaced. The position provides technical support for users, coordinates with other departments, orders equipment, and coordinates special projects.

SUPERVISORY RESPONSIBILITIES

This position does not supervise other employees.

ESSENTIAL DUTIES AND RESPONSIBILITIES	TIME SPENT
• Manages, maintains, modifies, repairs, enhances, upgrades, and troubleshoots data and software for system software.	15%
• Responds to service requests 24 hours a day, providing software, hardware, internet, intranet, network, voicemail, and email support to users; responds to and troubleshoots emergency hardware and software problems, resolving, if possible, or contacting vendor staff.	15%
• Grants access, repairs computers, assists in software installation, installs new computers, and resolves computer and network related issues.	10%
• Orders computers, monitors, printers, scanners and other related equipment.	10%
• Maintains and administers network systems and equipment, ensuring that network systems perform in accordance with business needs and objectives; monitors network systems and server performance and security of assigned systems; coordinates upgrading activities; and ensures servers are operating at peak efficiency.	10%
• Conducts backup and maintenance activities for related hardware and software.	10%
• Maintains and administers Sheriff's Office identification cards and equipment.	10%
• Coordinates with network and department administrators regarding software product issues.	10%
• Coordinates special projects for area of assignment, as necessary.	10%
• Performs other duties as assigned.	

BUDGET RESPONSIBILITIES

This position provides research support on project and team budgets.

PROJECT RESPONSIBILITIES

Provides project resource allocation based on pre-approved resources for organizational development projects.

ORAL COMMUNICATION DUTIES

This position trains colleagues, responds to public inquiries and participates in meetings.

WRITTEN COMMUNICATION DUTIES

This position creates or edits documents, internal memos, emails, formal letters and reports.

INTERACTIONS WITH THE GENERAL PUBLIC

Interacts extensively with employees, customers, the general public, vendors, regulatory bodies, and other groups and/or individuals and Institutions over the telephone, by email, and/or in person.

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INTERACTIONS SPECIFICALLY WITH CUSTOMERS

Always (More than 85% in a year)

MINIMUM EDUCATION REQUIRED

Associates Degree in Information Technology.

MINIMUM YEARS OF DIRECTLY RELATED EXPERIENCE REQUIRED

Five (5) years directly related experience; or equivalent combination of education, training and experience.

PROFESSIONAL CREDENTIALS REQUIRED

Spillman Application Administrator Certification.

KNOWLEDGE REQUIRED

Server technology, telecommunication technology, computer programming languages, information technology, Federal, State and Local laws, education and emergency management procedures.

SKILLS REQUIRED

Problem solving, analyzing operations, troubleshooting, time management, technology design, conducting tests, operating special gadgets, active learning, active listening, analytical thinking, customer service, programming, installing and repairing, analyzing system, problem recognition and reading.

ABILITIES REQUIRED

Read and write minimum High School level, generate fluent new and useful ideas, recognize problems, focus, follows orders, maintain order ability under stressful situations, speak clearly and sensibly, solve problem sensibly and swiftly, reacts in calm and timely manner.

PHYSICAL DEMANDS

- Regularly stands to attend to customers.
- Occasionally sits to complete report and complete a program; regularly sits to operate special equipment and to attend to other duties.
- May be required to lift work related materials, equipment or tools up to 25 lbs.
- Routinely requires dexterity for keyboard operation; occasionally requires dexterity for special gadgets and special machines.
- Incumbents in this position may be required to walk to and from work sites, bend, stoop, crawl, kneel and twist.

WORK ENVIRONMENT

Incumbents in this position constantly spends time in computer server room(s), in computer laboratory, in classroom(s) and in tight spaces; occasionally spends time in outdoor areas,

SAFETY RISK EXPOSURE

Incumbents in this position are generally not exposed to safety risk. Occasionally, may become exposed to electrical hazards, respiratory hazards, extreme temperature, wetness and humidity.

PROTECTIVE GEAR & SAFETY MANUALS

Incumbents in this position are required to constantly follow written safety procedures and manuals relevant to the division or department.

CONSEQUENCES OF ERROR

Potential errors can result in unfavorable public perceptions and legal ramifications.

SECURITY REQUIREMENTS

Incumbents in this position are required to be a U.S citizen with zero felony convictions and have an Arizona Driver's License. Prior to being hired, all incumbents in this position are subject to background check, as well as written and oral examinations.

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.