

LOCAL HEALTH PERSONNEL JOB DESCRIPTION

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| CLASS TITLE: Technical Specialist II | | |
| TITLE CODE: 1416 | SERIES: Technical | |
| SELECTION METHOD: 100% qualifying | SALARY: (MIN-MID) \$12.15 - \$15.17 | |
| | GRADE: 15 | |
| | SPECIAL ENTRANCE RATE: May be adjusted at agency's discretion based upon additional education & experience. | |
| POSITIONS IN THIS CLASS GENERALLY REPORT TO: Local Health Department Director or Information Manager | | |
| PRIMARY USER AGENCY: LOCAL HEALTH DEPARTMENT | | |

CHARACTERISTICS OF THE CLASS: CHARACTERISTICS OF A CLASS ARE GENERAL STATEMENTS INDICATING THE LEVEL OF RESPONSIBILITY AND DISCRETION OF POSITIONS IN THAT JOB CLASSIFICATION.

Maintains hardware and software with an extensive knowledge of systems software for the local health department. Serves as local area network (LAN) or departmental system administrator. Under general direction, provides support for local area networks and computer systems within the agency. Typically works with 35 or more users. Performs other duties as required.

MINIMUM REQUIREMENTS: MINIMUM REQUIREMENTS ARE COMPREHENSIVE STATEMENTS OF THE MINIMUM BACKGROUND AS TO EDUCATION, EXPERIENCE, AND OTHER QUALIFICATIONS WHICH WILL BE REQUIRED IN ALL CASES AS EVIDENCE OF AN APPOINTEE'S ABILITY TO PERFORM THE WORK PROPERLY.

EDUCATION: Graduate of an accredited college or university with a Bachelor's Degree.

EXPERIENCE: Must have one (1) year of professional systems support experience.

SUBSTITUTION CLAUSE: See Below

EDUCATION: An Associate Degree in IT, Network Technology or Programming and two (2) years of experience providing technical assistance related to network equipment or software may substitute for the education requirement. A bachelor's degree in computer science will substitute for one year of the experience requirement.

EXPERIENCE: Related technical or vocational training/experience will substitute for the educational degree requirement on a year-for-year basis.

SPECIAL REQUIREMENTS: (AGE, LICENSURE, REGULATION, ETC.)

POST EMPLOYMENT REQUIREMENTS: EMPLOYEES IN THIS CLASS WILL BE REQUIRED TO OBTAIN CREDENTIALS OUTLINED BELOW WITHIN A REASONABLE TIME, OR IF EMPLOYEES POSSESS SUCH CREDENTIALS AT THE TIME OF HIRE THEY WILL BE REQUIRED TO MAINTAIN THOSE CREDENTIALS SO LONG AS THEY ARE EMPLOYED IN THIS CAPACITY. None

EXAMPLES OF DUTIES OR RESPONSIBILITIES OF THE CLASSIFICATION: EXAMPLES OF DUTIES OR RESPONSIBILITIES ARE NOT TO BE CONSTRUED AS DESCRIBING WHAT THE DUTIES OR RESPONSIBILITIES OF ANY POSITION SHALL BE AND ARE NOT TO BE CONSTRUED AS LIMITING THE APPOINTING AUTHORITY'S ABILITY TO ADD TO, OR OTHERWISE ALTER THE DUTIES AND RESPONSIBILITIES OF A POSITION.

Provides general help desk support, installs and maintains and provides support on local area network software including, but not limited to, operating systems, office productivity software, data entry software, website management software and hardware. Assist with providing support functions during relocation or conversion of critical data files and equipment. Installs and monitors performance of servers and client machines on local area networks. Provide diagnostics and problem resolution for end users. Follow procedures to mitigate network or system degradation. Provides technical assistance to other information systems staff and participates in systems recovery. May mentor lower level IT staff.

TYPICAL WORKING CONDITIONS AND UNIQUE PHYSICAL REQUIREMENTS: INCUMBENTS IN THIS CLASSIFICATION WILL TYPICALLY PERFORM THEIR PRIMARY JOB DUTIES UNDER THESE CONDITIONS. THESE CONDITIONS MAY CHANGE ON OCCASION IN PERFORMING THE DUTIES OF AN INDIVIDUAL POSITION.

Work typically is performed in office setting.

ADDITIONAL REQUIREMENTS:

Applicants and employees in this classification may be required to submit to a drug screening test and background check according to the agency's policies.

DATE CLASS ESTABLISHED: 12-08-10

DATE OF LAST REVISION: 12-12-11

THE LOCAL HEALTH DEPARTMENTS DO NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, RELIGION, NATIONAL ORIGIN, SEX, AGE, DISABILITY, SEXUAL ORIENTATION, GENDER IDENTITY, ANCESTRY OR VETERAN STATUS. REASONABLE ACCOMMODATIONS ARE PROVIDED UPON REQUEST.