



IT Support Specialist I
IT Support Specialist II
IT Support Specialist III

Class code: 01200, 01201, 01202

Employee Group: Management/Confidential

FLSA: Exempt/Non-Exempt

Salary Band: 2, 3, or 4 (depending on assigned points)

I. Position Summary

Provides technology support to County staff. Primarily focused on first-level support, directly to end-users, of PC hardware, software and peripherals, but may support other types of technology. The three levels in this series are distinguished from one another by depth of technical knowledge required and degree of responsibility.

II. Supervision Exercised

May act as a lead.

III. Examples of Essential Position Duties

- Responds to calls for service. Tracks and documents requests and issues in service database. May perform advanced reporting and maintenance tasks for service database.
- Orders equipment and software. May evaluate client needs and specify solutions and/or participate in standard equipment platform selection.
- Ships and receives equipment or software. Prepares non-functioning or decommissioned assets for disposal. Maintains current, accurate inventory data. May perform advanced reporting and maintenance tasks for inventory database.
- Assembles, configures, and deploys equipment. May assist in server or network device administration. Level III may serve as the primary administrator for network or server equipment within a limited scope of impact.
- Installs, configures and tests locally installed software applications. May assist in server-based application administration. Level III may be primary administrator for workgroup applications within a limited scope of impact.
- Performs routine and emergency maintenance and repair of computer, peripheral, network or other equipment to ensure stable, available systems to end users.
- Diagnoses and resolves hardware or software problems. Level I primarily resolves routine, recurring problems and refers more complex problems to others for resolution. Level II resolves more complex problems, often without assistance from second-level support. Level III resolves the most complex problems, usually without assistance.
- Assists or trains individuals or groups of users in the use of PC hardware and software. Level III may mentor, train, and assist in the supervision of junior IT support staff.
- Follows documented procedures. Higher levels may create and document procedures. Level III may plan and manage small projects, and/or provide strategic and policy recommendations to IT management, related to area of responsibility.
- Adheres to County and departmental policies and procedures as well as safe work practices, policies and procedures.
- Develops and maintains effective working relationships with other staff, public officials, the general public and representatives of other agencies.
- Attends and participates in required trainings.

Jackson County – IT Support Specialist I - III

Page 2 of 3

- Has regular and reliable attendance.
- Working evening and irregular hours may be required.
- Performs other related duties as assigned.

IV. Knowledge, Skills and Abilities

- Detailed technical knowledge of personal computer hardware and software including operating systems and common commercial and County-specific applications.
- Familiarity with enterprise network environments, and experience supporting client devices in such an environment.
- Detailed understanding of layer one through three computer networking technology such as ethernet and TCP/IP. Familiarity with higher-layer client/server application technologies.
- Familiarity with network and data security concepts and techniques such as authentication and encryption, and ability to follow and enforce security policy and procedures.
- Ability to understand and quickly learn technical concepts and maintain current knowledge of a variety of hardware, software, and industry trends.
- Familiarity with County offices and staff, department functions, and knowledge of their business processes.
- Ability to research, collect, and analyze requirements, specifications, and other related data.
- Ability to effectively communicate technical and non-technical information to other employees, both orally and in writing.
- Ability to develop and maintain effective working relationships with other staff, vendors, public officials, the general public, and representatives of other agencies.
- Ability to work a variety of hours.
- Works independently and is able to prioritize, organize, and manage work assignments.

V. Minimum Requirements (Performance of the essential duties of this position includes the following requirements, physical demands and/or working conditions)

Education and Experience

- Level I requires a high school diploma or GED AND one year of experience related to the job;
- Level II requires an Associate's degree in Computer Science and two years of job related experience;
- Level III requires an Associate's degree in Computer Science and three years of job related experience;
- OR, For all levels, any combination of education and experience which provides the applicant with the desired skills, knowledge, and ability required to perform the job.

Licenses, Certificates and Other

Valid Oregon State Driver's License with an acceptable driving record. Relevant technical certifications, such as A+, CCNA, MCDST, or equivalent, may be required as applicable to level and area of responsibility.

Physical Demands (*Performance of the essential duties of this position includes the following physical demands and/or working conditions*)

Typically requires climbing, stooping, kneeling, crouching, reaching, standing, walking, sitting, pushing, pulling, lifting, fingering, grasping, talking, hearing, seeing, and repetitive motions. Requires exerting in

Jackson County – IT Support Specialist I - III

Page 3 of 3

excess of 20 pounds of force occasionally and up to 20 pounds of force daily to move objects. Some positions require driving and travel.

Working Environments

Work is generally performed in an office environment and may include exposure to disruptive people.

VI. Additional Information

This classification description is not intended to be an exhaustive list of duties, knowledge, skills, abilities, or requirements, as any one position in this classification may be assigned some or all of these duties, in addition to other duties not explicitly listed here. The various duties, responsibilities and/or assignments of this position may be unevenly balanced and change from time to time based upon matters such as, but not limited to, variations in the shift, work demands, seasons, service levels and management's decisions on how to best allocate department resources. Any shift, emphasis or rebalancing of these assigned duties, responsibilities and/or assignments does not constitute a change in the job classification.

Revised: 11/16