

Job Title: IT Support Specialist
Department: Information Technology
Classification: 6
Reports to: Security Manager
Supervises: No
Normal Business Hours: Monday – Friday, 8:00 AM – 4:30 PM
Telecommute: Not available
Union: No
FTE Status: 1.0 Full Time Equivalent
Last Reviewed: 08/2024

Nature of Work:

This position is responsible for installation, configuration and maintenance of workstation, printers and other workstation peripherals which are technology related, along with the software required for each user. Incumbent will also provide technical and analytical support to end users for all supported technology.

Communicates with:

Internally – All staff.

Externally – Vendors, government agencies, and public.

Supervision:

None

Essential Work Functions:

- Setup, configuration, installation, repair, replace, and support of all computer and peripheral equipment.
- Provides professional, customer-focused service desk support for end users.
- Supports help desk tracking and asset management systems.
- Documents all stages of service desk requests and projects.
- Schedules security patching and upgrades of systems.
- Supports Microsoft O365 enterprise environment and helps end users perform basic tasks or troubleshoot problems.
- Utilizes PC imaging software for end user computing devices.
- Supports and maintains Audio/Video technology.
- Documents all assigned procedures clearly and concisely.
- Works with assigned department on issues pertaining to their device performance, updates, and other miscellaneous questions and hardware issues.

Other Work Functions

- Performs related work as required.
- Participate in continuing education and training opportunities.

Minimum Qualifications of Education and Experience:

- Requires specialized training beyond High School, but less than an associate degree.
- One (1) year of experience is required.
- Ability to pass all position required background(s) and testing(s).

Knowledge, Skills, and Abilities Required:

- Valid MN driver's license
- Strong understanding of the organization's goals and objectives.
- Knowledge of computer hardware and Windows operating systems.
- Experience working with Microsoft O365.
- Experience with computer diagnostic and troubleshooting tools.
- Strong interpersonal and oral communication skills.
- Ability to communicate effectively, both orally and in writing
- Ability to follow data practices requirements regarding confidentiality and privacy.
- Highly self-motivated and directed.
- Strong organizational skills.
- Excellent attention to detail.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Able to work in a team-oriented, collaborative environment.

Criminal Justice Support Specialist Addendum

Provides technical and analytical support to vendor and end user hardware, software, and systems for Criminal Justice agencies.

- Maintain and support all technology devices and systems, including, but not limited to, Sheriff's Office, Dispatch, Squads, Attorney's office, Local Police Departments, and the Jail.
- Provide professional, customer-focused service desk support for end users.
- Assist in application implementation projects and upgrades for new and current systems.

Persons with disabilities:

The above is a general listing of job duties. Essential and non-essential functions may vary by individual position. Reasonable accommodation may be available for both essential and non-essential job duties.

Physical Demands and Work Environment:

In compliance with Americans with Disabilities Act, the following represents the Physical and Environmental Demands:

Exposed to:	24% or Less	25% - 49%	50%- 74%	75% or more
Office environment				X
Sitting, standing			X	
Walking, reaching, pulling		X		
Typing/data entry			X	
Talking, hearing			X	
Close and distance vision		X		
Moderate (Up to 60 pounds of force)	X			
Challenging or threatening behaviors	X			
Work with high detail/deadlines			X	

This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship. The Board of Commissioners, County Administrator and/or the Department Head retains the discretion to add duties or change the duties of this position at any time.

Morrison County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodation to qualified individuals and encourages both prospective and current employees to discuss potential accommodations with the employer.

Employee Name: _____

Employee Signature: _____ Date: _____