

Plymouth County Job Description

Position: PC Tech

Reports To: Information Technology
Director

Revision Date: January 2010

GENERAL SUMMARY

Works under the general direction of the Plymouth County Information Technology Director and assists with development, coordination of duties necessary to provide technology services to all of Plymouth County.

ESSENTIAL JOB DUTIES

- Support the day-to-day IT operations of County Departments and Offices in their use of network applications and services.
- Assist Director in implementing, managing and supporting IT
- Maintain and address help desk request.
- Maintains Inventory of PC, Software, Printers and etc.
- Develop and make changes to the County Website.
- Troubleshooting: Determine the root cause of unexpected system failures or problems, which may involve hardware, operating systems, software, or interoperability among these systems or subsystems with assistance from Director or outside vendors as needed
- Provides after-hours maintenance and support of network systems. Requires on call 24x7 for pc and basic network issues.
- Performs other job-related duties as necessary or assigned by the IT Director.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

- Knowledge of PCs, Networks, Printers, and Windows Servers is a must.
- Ability to utilize effective verbal, written and listening communication skills.
- Ability to establish and maintain effective working relationships with all levels of government, elected officials, County staff, outside users, state and local officials and agencies and vendors.
- Ability to work independently, set priorities and meet deadlines.
- Ability to maintain confidentiality.
- Must be able to pass a background investigation.
- Demonstrated ability to utilize effective project management skills.

ENTRY REQUIRMENTS

Graduation from an accredited computer science program and/or three years experience in installing and maintaining networks, PC's and software systems using standard software packages, or an equivalent combination of education, training and experience.

PHYSICAL/MENTAL REQUIREMENTS:

Incumbent must be physically able to lift and carry office equipment and supplies weighing up to 60 pounds. Work may be stressful due to deadlines, extended hours on call, and after hours call out. Frequently performs large percentage of work utilizing a computer keyboard. Incumbent must have a valid driver's license and reliable vehicle, as some travel is required.