

TETON COUNTY IDAHO

Information Technology Services Coordinator

Pay Grade: 8

Effective Date: October 1, 2012

FLSA Designation: Non-Exempt

General Statement of Duties

Administers and coordinates Information Technology programs, activities and operations for the County's area network; including enterprise application services and database management (including archival of records), network and systems administration, telecommunication support (phone, radio & video) desktop support, system architecture, infrastructure services and some website management. Performs related work as required.

Classification Summary

The primary function of an employee in this class is to perform a variety of professional and technical duties relating to the operation and maintenance of the countywide operating system and software programs for Teton County, including the Sheriff's Office and Geographic Information Systems (GIS). This position is responsible for countywide coordination of computer needs, services, equipment and applications, including the installation, operation and maintenance of computer systems, hardware and software. The position reports to the Commissioners' Assistant, although considerable latitude is allowed for independent judgment and initiative. The principal duties of the position are performed in a general office environment.

Essential Duties and Responsibilities

- Manages and maintains County computer network system and network servers including backups, operating system upgrades, software upgrades, security procedures, and database maintenance and inventory of all equipment;
- Plans, directs, coordinates and reviews projects requiring outside technology vendors;
- Performs installation, troubleshooting, and repair of personal computers and a variety of peripherals;
- Installs hardware;
- Installs and configures network architecture including servers, routers, switches, personal computers and peripherals;
- Designs and implements information technology projects such as internet access, wireless networking, and intranet system;
- Identifies needs and purchases all telecommunications and computer related equipment and software; monitors licensing agreements;
- Recommends technical aspect decisions related to infrastructure/network maintenance and enhancements;
- Designs network plans to meet the needs of future growth and new technology;
- Provides technical support and training to county employees;

- Maintains security system for county properties (video and door-locks);
- Analyzes, diagnoses, troubleshoots and repairs network and data communication problems;
- Develops, proposes and implements county policies related to the use of computer equipment, software and social media;
- Provides supplemental support for department specific applications;
- Maintains an inventory list of all computer hardware and software;
- Establishes and maintains appropriate system documentation, including updates to systems and applications;
- Performs all work duties and activities in accordance with County policies, procedures and safety practices.

Other Duties and Responsibilities

- Performs other related duties as required.
- Some work may be required after normal business hours in the event of an emergency.

Knowledge, Skills and Abilities

Knowledge of:

- Principals and practices of network development implementation and administration;
- Various program languages and their appropriate applications;
- Various network, telecommunications, phone and Internet technologies and their applications;
- Principals and practice of project and department budgeting;
- Installation, operations and maintenance of network hardware, including servers (traditional, virtual, potential cloud application and Baracuda), routers, data switches, print sharing devices, shared drives, wiring; modems, hubs, etc.;
- Installation, operation and maintenance of various software programs;
- Network design, devices, implementation and related networking concepts including principles, practices and technical aspects of networking;
- Principles and techniques of system analysis, design and implementation;
- Documentation and record-keeping techniques;
- Computer installation, repair, and troubleshooting;

Ability to:

- Manage and oversee the operation of the County's information system program including wide area network administration;
- Serve as a liaison to coordinate individual departments with specific vendors (e.g. Sheriff with ISP, DMV with State DMV, Clerk with Elections, GIS with ESRI, etc.);
- Supervise and manage outside contractors;
- Install, operate and maintain software programs and computer systems;
- Troubleshoot and resolve software and hardware problems;
- Communicate effectively orally and in writing;
- Meet project schedules and timelines;

- Maintain an inventory of computer equipment and meet licensing requirements;
- Document computer processes and procedures and develop countywide computer related policies;
- Understand and follow oral and/or written policies, procedures and instructions;
- Make sound and reasonable decisions in accordance with laws, ordinances, regulations and established procedures;
- Research information and data and prepare reports as necessary;
- Provide effective end-user training and assistance;
- Perform multiple tasks simultaneously, including handling interruptions, and return to and complete tasks in a timely manner;
- Work independently while performing a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability to be flexible with hours when time sensitive or critical projects are being implemented and installed, which may require working during non-business hours.

Acceptable Experience and Training

- Associate degree in computer science; and
- Three (3) or more years experience in network administration, data management or related experience; or any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the work.

Special Qualifications

- Certification as a Network Administrator (CNEA) certification is preferred;
- Previous experience with other County & State software is preferred.

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to discern verbal instructions and communicate effectively in person and by telephone;
- Sufficient visual acuity, with or without reasonable accommodation, which permits the employee to comprehend written instructions; comprehend and prepare written technical reports, data sheets, user manuals, diagrams, and related information; and troubleshoot and perform repairs on computers;
- Sufficient manual dexterity, with or without reasonable accommodation, which permits the employee to operate standard office equipment and computer equipment and to make adjustments to computers, tools and equipment;
- Sufficient personal mobility, flexibility, and balance to perform duties that may require bending, stooping, kneeling, crouching, reaching, and working in confined spaces, to lift at least 30 pounds, and to work in an office environment.