

GENESEE COUNTY
IT OPERATIONS SPECIALIST II

DISTINGUISHING FEATURES OF THE CLASS: This position differs from an IT Operations Specialist I in that more experience and knowledge of a jurisdiction's IT operational functions is required, and more independent judgment is expected in routine matters. The incumbent is expected to be in charge of small technical projects within his/her area of expertise; regularly assist on larger, more complicated technical projects; plan own work and daily work of a team, if appropriate; establish contact with one or a few departments, and may have some operational contacts with vendors or with state agencies. The work is done under the direct supervision of a high level IT technical staff/management. Shift work or on call duties may be required. Does related work, as required.

TYPICAL WORK ACTIVITIES:

Performs routine updates to websites and E-mail applications;
Installs routine PCs and telecommunication equipment;
Performs simple PC repairs, peripherals, telecommunications equipment;
Assists with complex PC repair, peripherals, telecommunication equipment;
Maintains activity logs, manuals, and libraries for efficient IT operations;
Assists with spare parts inventory;
Interfaces with technical specialists, IT Mentors, Users and Vendors regarding PCs, peripherals, telecommunication equipment;
Installs new PCs, peripherals;
Install and upgrades operating systems and application systems;
Performs backups of all systems and networks;
Performs routine IT operations tasks, as needed;
Receives and answers calls and request from users as needed, by acting as a back up to help desk functions;
Logs and updates service calls on computerized call tracking systems;
Ensures calls are logged properly and status is tracked.

The above examples of duties are intended only as illustrations of the various types of work performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

FULL PERFORMANCE, KNOWLEDGE, SKILLS, ABILITIES, AND/OR PERSONAL

CHARACTERISTICS: Good knowledge of use and general maintenance of computer, and peripheral equipment; good knowledge of standard off the shelf applications, E-Mail and the Internet; good knowledge of computers and network operations; good knowledge of operation of a computer system and or communications network/telephone system; working knowledge of jurisdiction's IT functions; working knowledge of hardware operations scheduling, job control language, and the use of systems commands and job executions; ability to read and interpret instructions; ability to communicate effectively both orally and in writing; ability to act as a team leader; ability to work well in teams and with users; good initiative, tact, courtesy, and organizational skills.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit, use hands to finger, handle, or feel objects, tools or controls; and reach with hands and arms. The employee is regularly required to walk, talk and hear.

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The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this Job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet.

MINIMUM QUALIFICATIONS: Graduation from High School or possession of an appropriate equivalency diploma recognized by the NYS Department of Education, **AND**

EITHER:

- A. Graduation from a regionally accredited college or university with a Bachelor's Degree in Computer Science, Computer Repair/Technology, Information Systems, MIS, Computer Engineering, or related field and one (1) year of full time paid experience*in computer hardware/software systems maintenance, repair and installation;

OR

- B. Graduation from a regionally accredited college or university with an Associate's Degree in Computer Science, Computer Repair/Technology, Information Systems or related field, and three (3) years of full time paid experience*in computer hardware/software systems maintenance, repair and installation.

OR

- C. Five (5) years of full time paid experience*as defined by A and B above.

*Successful completion of a college internship (paid or unpaid) may be substituted for full time paid experience on a month to month basis.

All qualified applicants will be afforded equal employment opportunities without discrimination because of race, creed, color, national origin, sex, age, disability or marital status.