MEDINA COUNTY COMMISSIONERS
Job Description
Information and Computer Systems Specialist
Building Department

SUMMARY

The Information and Computer Systems Specialist works under the direct supervision of the County Building Official. Coordinates with the department's computer consulting firm, the installation and maintenance of the department's software and associated hardware systems. Utilizes technology to provide staff with fast, accurate, and secure methods of gaining access to information so they can service clients in the fastest and most efficient manner possible. Has the ability to implement new software packages. Evaluates software releases and recommends procurement of packages to the Building Official. Provides technical assistance to staff. Conducts software training. Assists front desk staff.

PRINCIPLE DUTIES AND RESPONSIBILITIES:

I. Maintains an adequate level of knowledge of operating systems and application software being used to provide high-level support to users. Installs new software applications or hardware on the LAN, coordinating assistance from third parties when necessary. Adds and maintains users on the network; assigns application access, ensuring security and configurations are within standards Installs workstations and printers on the LAN as requested or needed. Monitors cables and ensures reliable connectivity to the network. Moves PC equipment to different locations. Performs workstation-related setups. Downloads and tests new versions of client software for workstations and makes recommendations based on findings. Provides for safekeeping of equipment and supplies. Monitors and evaluates efficiency of software/hardware usage. Updates operating system and manages memory usage, network printing and technical resources. **Time spent: 15%**

II. Provides computer/network support relating to software and hardware problems reported by users. Notifies appropriate vendor when equipment or software needs to be repaired and/or updated; keeps records of such. Performs daily backups of all systems and ensures safe management of media in accordance with disaster recovery plan. Assists in gathering bid prices on equipment and supplies as needed. Monitors and reports licenses on applications to ensure compliance. **Time spent: 10%**

III. Participates in staff meetings, providing input and suggestions. Suggests training ideas for users based upon interaction from resolving support requests. Conducts staff training on software, equipment and products. **Time spent: 5%**

IV. Work with the Building Official and the Clerical Supervisor to setup daily and monthly reporting, perform data entry for the reports, and train other personnel in procedures of all reporting systems. **Time spent 50%**

V. Answers telephones and sets up inspections. Provides customer service at front counter and issues permits. Assists with filing, maintenance, sending out notices, and distribution of records. Prepares outgoing mail; sorts and distributes incoming mail. Prepares general correspondence. Enters data into computerized records. Performs other duties as assigned. **Time spent: 20%**

Class Title/Position Number of Position(s) Supervised:

None

	KNOWLEDGE ⅄ SKILLS ⅄ ABILITIES	PRINCIPLE DUTIES
Knowledge:	(1) Operation of computer hardware & peripherals; (2) Software packages; (3) Employee training and development; (4) Software functions; (5) Departmental/county policies and procedures*;	Operating systems; Software installation; Troubleshooting; Vendor network & contacts;
Skills:	(6) Software installation & maintenance (7) Define problems, collect data, establish facts & draw valid conclusions; (8) Write/prepare meaningful reports & memorandum; (9) Maintain accurate records; (10) Multi-task (11) Collect data, establish facts & draw valid conclusions;	Interact with staff, vendors, public; Install/maintain software & associated hardware systems; Download & test new software; Communicate instructions; Investigate problems & initiate corrective action;
Ability:	(12) Understand technical material related to computer hardware & software; (13) Work cooperatively with staff & clients; (14) Work with limited supervision; (15) Prepare/ complete/file paperwork*; (16) Close vision & the ability to adjust focus; (17) Talk, hear, stand, walk, use stairs, sit; use hands to finger, handle or feel objects, tools, or controls; reach with hands & arms; (18) Safely operate motor vehicle; (19) Travel independently throughout county; (20) Handle inquiries from public; (21) Communicate effectively, i.e. speak & write proper English;	Evaluate software releases; Provide technical assistance; Conduct software training; Move PC equipment; Perform daily backups; Answer phones - set up inspections; File & distribute records; Provide customer service;

*Learned after employment

MEDINA COUNTY POSITION DESCRIPTION ADDENDUM

MINIMUM CLASS REQUIRMENTS

1) Associates degree in computer related field.
2) Minimum 2 years experience or combination of education and experience that enables performance of all aspects of the position.
3) Proficient in Excel, Access and/or other comparable software.
4) Valid Ohio Driver's License and clean driving record.

COMPETENCIES / ESSENTIAL FUNCTIONS / UNUSUAL WORKING CONDITIONS

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

- Ability to travel independently throughout the county.
- Ability to effectively present information and respond to questions from staff and clients.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Maintain automobile insurance coverage and have access to an automobile.
- Ability to stand, walk and manipulate (lift, carry, move) light to medium weights of 10 - 50 pounds
- Requires good hand-eye coordination, arm, hand and finger dexterity, including ability to grasp, and visual acuity to use a keyboard, operate equipment and read technical information.
- Exposed to equipment generating heat and electrical current.

MAJOR WORKER CHARACTERISTICS

- Technical knowledge of techniques and procedures of software and network support for multiple users.
- Knowledge of staff training and development.
- Effectively organize work and use available resources.
- Able to work independently.
- Ability to establish positive client relations.
- Interact effectively as a team member.
- Sufficient analytical skills to assess problems or unusual situations and develop solutions.
- Knowledge of how to assemble and disassemble personal computer components, including cabling.