

FORSYTH COUNTY, GEORGIA CLASSIFICATION DESCRIPTION

CLASSIFICATION TITLE:

LAN SUPPORT TECHNICIAN II

PURPOSE OF CLASSIFICATION

The purpose of this classification is to perform technical work involving installation, configuration, maintenance, and user support for networked computer hardware/software and related components. This is the second tier in the LAN Support series.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Operates various computer systems, laptops, smartphones, tablets, peripheral equipment, office equipment, and related tools such as a desktop computers, laptop computers, smartphones, printers, monitors, terminals, servers, hard drives, CD-ROM drives, scanners, LAN analyzers, meters, diagnostic instruments, hand tools, copy machines, facsimile machines, calculators, VOiP telephones; knowledge of required commands for basic computer operations, troubleshooting and error correction, operate various peripheral equipment, and perform related functions; enters, retrieves, reviews or modifies data in computer programs or operating systems.

Installs and configures personal computer systems, peripherals, and software; connects personal computer hardware to LAN/WAN networking components, including, routers, and switches; configures network software components for LAN/WAN connectivity; monitors network resources and usage; researches, installs, and supports user-specific software; performs system upgrades of hardware and software; downloads software updates and device drivers; performs modification or maintenance of software applications; installs data jacks and network cabling to ensures LAN/WAN connectivity; removes/replaces hardware components such as processors, memory modules, video card, sound cards, network cards, motherboards, or hard drives.

Configures and deploys smartphones and tablets for users. Assists in configuration of device applications, email, messaging, and other required applications required by county staff.

Assists in establishing, implementing, and maintaining system security measures; ensures integrity of system data; establishes security access to various computer systems or programs for authorized users; changes passwords and/or removes user accessibility as appropriate.

Monitors working conditions of equipment and performs general/preventive maintenance tasks such as clearing paper jams; performs cleaning and preventive maintenance of equipment as needed. Ensures end user computers are always up to date with the latest security and critical updates for installed operating systems, antivirus application or any other security platform deployed.

Diagnoses, analyzes, and works to resolve/repair problems involving hardware, software, peripheral, VOiP Telephone handsets or network problems; tests equipment and identifies data errors, line failures, and equipment malfunctions; initiates appropriate action to correct errors, recover data, and obtain maintenance; researches cost of repairs or replacement of computers, peripherals, or components; consults with supervisor regarding complex technical questions.

Provides technical support, training, information, and assistance to end users for hardware and software use; monitors and responds to the county Help Desk for all calls and/or requests for assistance; monitors county helpdesk system for assistance requests and responds according to priority level.

Communicates with hardware/software vendors, service representatives, and technical support representatives as appropriate; provides information concerning operational and/or mechanical problems as appropriate.

Assists in developing new processes and alternatives to resolve problems or improve/enhance operations; evaluates performance of systems and programming to meet growing needs.

Writes basic computer programs and scripts as appropriate, basic knowledge of PowerShell.

Research error messages for troubleshooting of systems and applications via website knowledge bases.

Assists management in reviewing product specifications and makes recommendations regarding computer, hardware, and software purchases and usage based on operational and intended use when required.

Maintains current inventory records of all computer hardware, software, and related components; conducts periodic inventory counts; coordinates receipt of incoming materials, unpacking/verification of materials, and delivery of equipment to appropriate location.

Maintains and tracks county computer surplus. Tests surplus hardware to ensure potential use. Organizes surplus and maintains logs for all surplus to be picked up by vendors.

Maintains logs/documentation with the county helpdesk system of work activities, time tracking, computer operations, system modifications, maintenance activities, installations, and other activities; documents status of repairs with the county helpdesk system updating when required for accurate reporting.

Compiles or monitors various statistical data; makes applicable calculations; analyzes data and identifies trends; summarizes data and prepares reports.

Prepares or completes various forms, reports, correspondence, logs, status reports, notices, return merchandise authorization forms, purchase requests, inventory records, spreadsheets, flow charts, diagrams, statistical analyses, technical documents, or other documents when appropriate or required.

Receives various forms, reports, correspondence, invoices, delivery documentation, requests for support, electronic documents, diagnostic reports, department-specific forms/documentation, technical support documentation, program updates, specifications, technical journals, manuals, online resources, reference materials, catalogs, directories, policies, procedures, or other documentation; reviews, completes, processes, forwards or retains as appropriate.

Communicates with supervisor, employees, other departments, users, vendors, manufacturer representatives, state/federal agencies, the public, outside agencies, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Makes site visits to County offices and other locations to provide computer support when required; utilizes county provided remote desktop support tools for initial triage of all support requests.

Maintains a working knowledge of a variety of computer operating systems and software programs associated with work activities, which may include support of various Microsoft Office product suites, remote and onsite presentation solutions, general networking, communications, scanning, terminal emulation, remote access solutions, diagnostic, utilities, Internet browsers, e-mail operations, email applications, email archiving, O365 cloud hosted email, SCCM, End Point Protection (AntiVirus) . Maintains working knowledge of various computer programs utilized by County departments listed in the IS&T Applications Catalog to troubleshoot hardware/software problems.

Maintains a constant awareness of new products, technologies, trends, and advances in the profession; reads professional manuals and publications to increase knowledge of computer operations; attends user group meetings, conferences, workshops, and training sessions as appropriate or as required by the department.

ADDITIONAL FUNCTIONS

Customizes individual computing environments as required and approved that are above and beyond normal operational needs.

This classification is designated as a safety sensitive position which is subject to random drug and alcohol testing and any other drug testing methods as stated in policies adopted by Forsyth County concerning drug and alcohol.

Operates a motor vehicle to conduct site visits, transport computer components, or perform other work activities.

Provides assistance to other employees or departments as needed; performs other related duties as required and assigned by IT management.

Serves in the department's on-call rotation as required for technical support both internal and external department needs and technical operations.

Provides assistance to other internal staff or departments as needed.

Performs other related duties as required and assigned by management.

MINIMUM QUALIFICATIONS

High school diploma or GED with one (1) year of college level course work or vocational training in computers or telecommunications; supplemented by two (2) year previous experience holding and maintaining the below certification and knowledge, or any equivalent combination of education, training and experience which provides the requisite knowledge, skills, and abilities for this job. Must possess and maintain a valid Georgia driver's license.

- A+ Technician Certification
- Basic Network troubleshooting experience
- Basic Active Directory experience
- Basic IP, DHCP, DNS knowledge and troubleshooting experience.

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to review, classify, categorize, prioritize, and/or analyze data. Includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.

Human Interaction: Requires the ability to provide guidance, assistance, and/or interpretation to others regarding the application of procedures and standards to specific situations.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate and control the actions of equipment, machinery, tools and/or materials requiring complex and rapid adjustments.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, advisory and/or design data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.

Functional Reasoning: Requires the ability to apply principles of rational systems; to interpret instructions furnished in written, oral, diagrammatic, or schedule form; and to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving evaluation of information against measurable or verifiable criteria.

ADA COMPLIANCE

Physical Ability: Tasks require the ability to exert very moderate physical effort in light work, typically involving some combination of stooping, kneeling, crouching and crawling, and which may involve some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (12-20 pounds).

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, depth, and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Performance of essential functions may require exposure to adverse environmental conditions, such as dust, electric currents, or traffic hazards.

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