### **Information Technology Specialist I/II**

**King and Queen County is recruiting for an Information Technology Specialist I or II. This position is assigned to the County Administrator's office. The Specialist will be assigned to work on various projects to support the county as needed in various locations around the county.**

**The Information Technology Specialist I is an entry level position for applicants with 3 years or less of related experience. The Information Technology Specialist II is a mid-level position that requires over three years of related experience.**

**ROLE AND RESPONSIBILITIES:**

The applicant selected for this position will provide technical support and assistance to resolve problems with the county’s computer networks and systems. The position is responsible for maintaining computer systems and other technologies. The duties include working under the supervision of the Information Technology Director to install hardware and troubleshoot computer issues, responding to IT questions from county employees with technical issues or questions relating to computer hardware or software devices. Updating malware protection devices to prevent viruses or computer hacking as directed by the IT Director. Other duties include taking phone calls from employees or communicating with them through messaging platforms, to help them diagnose technical issues or talking with them about installing hardware or software on their computers.

**GENERAL DEFINITION AND CONDITIONS OF WORK:**

This position works primarily indoors in a typical office environment, but a wide range of working locations is possible such as attics, crawl spaces, and server rooms. The position may work outdoors occasionally. The employee in this position may travel and work in various locations within and outside of the county. Working conditions may include environments with loud noise or vibrations. The employee has the potential to be exposed to hazardous materials and high temperatures.

* Physical Requirements:
* Prolonged periods of sitting at a desk and working on a computer.
* Must be able to lift up to 25 lbs. at times.
* The position may require bending, stooping, and working close to the floor or ground.
* The position may also require climbing on ladders and working in high level locations inside and outside.
* Requires the ability to communicate with other employees.
* Requires visual acuity and physical dexterity of the hands and fingers.
* May work in confined locations with restricted ability for movement.

**DUTIES/RESPONSIBILITIES:**

Information Technology Specialists are responsible for keeping the technology of the county in good working order and accessible to employees. They also work closely with the IT Director to ensure each situation is thoroughly resolved and all components are in working order. IT Specialists have the following responsibilities:

* Provides technical support identifying, investigating, and resolving users’ problems with computer software and hardware for problems specific to the organizations computer networks and systems.
* Applies knowledge of computer software, hardware, and procedures to solve problems.
* Collaborates with other employees to research and resolve problems.
* Collaborates with systems and network administrators to explain errors and/or recommend modifications to systems and networks.
* Arranges service by software or hardware vendors to repair or replace defective products.
* Maintains knowledge of technology innovations and trends.
* Performs other related duties as assigned.

**REQUIRED SKILLS AND ABILITIES:**

* Excellent verbal and written communication skills.
* Excellent interpersonal and customer service skills.
* Ability to explain technical issues to technical and nontechnical employees and other professionals.
* Strong analytical and problem-solving skills.
* Superior understanding of computer and networking hardware and software systems.
* Excellent time management skill.
* Proficient with Microsoft Office Suite or related software.
* Proficient with or the ability to quickly learn a broad array of networking and systems hardware and software.

**EDUCATION AND EXPERIENCE:**

Any combination of training, education, and experience which provides the required knowledge, skills and abilities. Preferred qualifications are an associate or bachelor’s degree from an accredited college or university with major course work in Computer Science or related field and current computer certifications. Knowledge and/or experience with Geographic Information System (GIS) is desirable.

**SPECIAL REQUIREMENTS:**

A valid driver’s license.

All employees of King and Queen County may be called upon to serve the citizens of the county in the event of a disaster such as a hurricane, tornado, flood, fire, and/o any other event classified by the county as an emergency.