

REQUEST TO FILL VACANCY

Position Vacancy IT Support Technician
Department Commission
Vacancy Result of: New Position

Please respond to each of the following or provide the requested item. Attach additional sheets if necessary.

- 1. **Job Description:** Attached
- 2. **Departmental Organizational Chart:** Attached
- 3. **Severance Payout Calculations for Terminating Employee**

Vacation	\$	_____
Sick Leave	\$	_____
Employee Retirement Recognition	\$	_____
Other	\$	_____
Total	\$	_____

- 4. **Explain the effects of leaving the vacancy until severance is accumulated.**

- 5. **Explain the effects of leaving the vacancy permanent or discussion of alternatives.**

- 6. **Provide description of departmental discussions about the vacancy.**
This position was approved in the FY2019 budget and will assist Shawn with IT throughout the county. This includes staffing the tech room to broadcast Commission & Planning Commission meetings.

- 7. **Estimated length of time to fill the position after approval.**
4-6 weeks

8. **Any additional comments?**



Department Manager

11/28/18

Date

Request for filling of vacancy: **Approved** **Denied**

Chairman, Brookings County Commission

Date

POSITION TITLE: IT Support Technician
DEPARTMENT: Commission
REPORTS TO: Commission Department Director
FLSA STATUS: Non-Exempt
WAGE GRADE: N-6

DESCRIPTION OF WORK

General Statement of Duties

Provide maintenance of the computer desktop environment by analyzing requirements, resolving problems, installing hardware and software solutions, and supporting the internal IT Helpdesk. Responsible for administration and internal support of the County's PCs, printers, servers, and related equipment. Tasks include end user support, license tracking, and performing PC maintenance, upgrades and configurations. Work will be directed by the IT Support Specialist.

Examples of Duties:

- Provide helpdesk support and resolve problems to the end user's satisfaction
- Monitor and respond quickly and effectively to requests received through the IT helpdesk
- Monitor Service Desk for tickets assigned to the queue and process first-in first-out based on priority
- Modify configurations, utilities, software default settings, etc. for the local workstation
- Utilize and maintain the helpdesk tracking software
- Document internal procedures
- Assist with onboarding of new users
- Ensure each workstation has a computer, monitor, keyboard, mouse, hard drive, and any additional specialized equipment
- Install, test and configure new workstations, peripheral equipment and software
- Maintain inventory of all equipment, software and software licenses
- Report issues as necessary for escalation
- Manage PC setup and deployment for new employees using standard hardware, images and software
- Assign users and computers to proper groups in Active Directory
- Perform timely workstation hardware and software upgrades as required

QUALIFICATION FOR APPOINTMENT

Required Knowledge, Skills and Abilities

- High school diploma or equivalent
- Associates Degree in Information Systems, Business, Communications or related field
- 1-2 years' experience in a help desk support environment
- Ability to identify and solve problems in a timely manner and ability to respond promptly to user needs
- Effective verbal and written communication skills
- Knowledge and skill in the use of computers and computer programs including Microsoft Office suite and the Internet

Preferred Requirements:

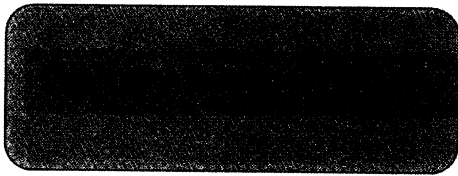
- Bachelor's Degree in Information Systems, Business, Communications or related field
- Over 2 years of relevant technical experience

OR

Any equivalent combination of education and experience as is acceptable to the hiring authority.

Commission Chairperson

Date



HR
Specialist

Office
Coordinator



GIS
Technician

IT Support
Technician

IT
Support
Specialist