

Infrastructure Support Specialist 1
Columbia County Management Information Services

I. POSITION SUMMARY

Under the close supervision of the Director of Management Information Services, this position, as a member of the Infrastructure support team, is responsible for the installation, configuration, testing, maintenance, and problem resolution of vendor-provided computer systems software and hardware products including desktop, laptop and server computers.

II. ESSENTIAL DUTIES AND RESPONSIBILITIES

A 75% Personal Computer Hardware and Software Systems

1. Install and configure new computer hardware, software, and peripheral equipment.
2. Respond to questions from MIS customers concerning problems they experience with hardware and software. Take corrective action as required.
3. Assist with technical training for MIS customers by developing training materials and provide limited one-on-one customer training sessions.
4. Maintaining service ticket tracking system, detailing the initial call for help, problem description, corrective actions, and response times.
5. Remove and process old equipment in accordance with defined procedures.
6. Consult with vendor technical support staff concerning computer hardware and software problems.
7. Install, test, trouble-shoot and maintain systems software products such as workstation and network operating systems, data management software, data communications software, and utilities.
8. Provide telephone systems support; coordinate service requirements with vendors.
9. Support audio/video systems that may or may not use virtual conferencing software.

B 10% Server Administration

1. Install, test and configure LAN and WAN components and associated hardware.
2. Monitor LAN and WAN for optimal performance. Take appropriate action to correct problem areas as needed.
3. Work with other team members to effectively manage application access applications and data stored on the county's servers.
4. Maintain system documentation to accurately reflect the current system configuration, inventory and disaster recovery procedures.

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III. NON-ESSENTIAL DUTIES

A 10% Participation in special projects as requested.

1. Assist in the development and recommendation of departmental computer standards and procedures by conducting product research and presenting information.
2. Participate in ad-hoc team projects that develop solutions and provide direct customer problem resolution.
3. Work with third-party contractors and vendors as required on special projects.

B 5% Maintain technical currency.

1. Review publications and periodicals as relevant to the position.
2. Participate in approved computer-base and web-based training.
3. Attend update training classes and seminars as requested.

IV. EDUCATION AND EXPERIENCE

1. Associate Degree from an accredited vocational, college or technical school in Computer Information Systems or related field. (Comparable work experience can be substituted for education on a 2 for 1 basis.)
2. In-depth technical knowledge of micro-computer and common peripheral hardware.
3. In-depth knowledge of current Microsoft desktop and server operating systems.
4. Effective customer service and interpersonal skills.
5. Effective written and oral communication skills.

V. LICENSES AND CERTIFICATIONS AND SPECIAL REQUIREMENTS

1. Valid Wisconsin Driver's license and automobile liability insurance.

VI. PHYSICAL REQUIREMENTS

1. Frequent bending, lifting, twisting, stretching, squatting, sitting, standing and walking.
2. Visual acuity.
3. Ability to hear normal conversation.
4. Good manual dexterity of hands and fingers.
5. Able to lift/carry/push/pull at least 40 pounds.

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This position description should not be interpreted as all-inclusive. It is intended to identify the major responsibilities and requirements of this job. The incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this description.

Employee _____ Date _____

Supervisor _____ Date _____