WASHINGTON COUNTY, VIRGINIA, POSITION DESCRIPTION

Position Description:
Job Title: Information Systems Technician I **Department:** Information Systems **Supervised by:** Director of Information Systems **Revised Date:** July 1, 2011

Title: Information Systems Technician I

Department/Division: Information Systems Department/County Administration

Nature of Work:

- Specializes in desktop applications and system configurations; assists in the day-to-day operations of County Department of Information Systems (IS); and assists in basic hardware/software setups and problem resolution.

Essential Duties:

- Web Site Management: Ensures all County web pages are kept up-to-date and functional. Assists County Department and Agencies with desktop web page content and maintenance.
- GPS Information: Downloads global positioning system (GPS) information collected by the Department of Building and Development Services, correct GPS readings with base station data and complete 911 addressing. Performs fieldwork with GPS equipment to obtain mapping information. Complete mapping field checks when needed**.**
- Deeds, Plats, Wills & Legal Proceedings: Performs research of deeds, plats, wills and legal proceedings when needed. Scan subdivision plats and other materials as authorized by the IS Director or IS Specialist.
- E-911 Updates: Downloads and updates telecommunication services providers' E-911 additions, changes and deletes.
- IS & GIS Requests: Assists with walk-in or on-demand IS and GIS requests. Control and oversee GIS supplies inventory.
- Network Support: Coordinate regular and systematic update plan for all desktop software and hardware. Maintain Mobile hardware and software to include Public Safety and Law Enforcement use. Setup all new computers, printers, displays and software. Move computer and related hardware to new locations as requested. Regularly work with software installed on County personal computers to maintain software proficiency and provide software support.

- Technical Support: Troubleshoot basic desktop hardware and application software problems via telephone and on-site visits. Maintain hardware inventory and maintenance logs.
- Attendance: Regular attendance during normal operating hours is required and prior approval of planned scheduled leave time is necessary to provide adequate coverage of these essential job duties. Any unscheduled leave taken can severely disrupt the operation of the Information Systems Department.
- Perform other Duties as Required

Job Requirements Needed:

- Demonstrated ability to maintain information strictly confidential, an attention to detail and works courteously and effectively with staff and public.
- Considerable knowledge of personal computer hardware and Microsoft Windows based software
- General knowledge of local area network operations.
- Demonstrated ability to work with computer users in an effective and productive manner.
- Skills and knowledge testing may be required and could consist of oral, written or computer use applications to determine level of knowledge and understanding of hardware and software systems in current use, including web page technology.
- Education equivalent to graduation from a 2 year college with a degree in computer technology. Minimum of 2 year experience using personal computers and local area network required. Relevant Microsoft or A+ certifications are preferred.

Job Location and Conditions:

- Work is performed primarily in the office setting at the Washington County Safety Building and other County offices as needed. May be required to report to work after or before regular business hours and during emergency conditions.
- Performs work safely in accordance with County safety policy and procedures and specific departmental safety procedures.

GENERAL APTITUDES and PHYSICAL REQUIREMENTS:

- **Mental Abilities:** Must have ability to reason and make judgments, to understand and follow oral and written instructions, to guide/give instructions and to make decisions in accordance with established procedures and policies.
- **Speaking/Talking Abilities:** Must have ability to answer the telephone, radio or switchboard; communicate with County officials; general public; vendors; supervisors and or with other employees.
- **Hearing/Listening:** Must have ability to communicate with County officials; public; vendors; supervisors and or other employees.

- **Reading/Ability to Read and Understand Text:** Must have ability to read and understand text.
- **Numerical:** Must have ability to mentally perform accurate two digit calculations, accurate calculations aided by a calculator and adding machine or measuring devices.
- **Manual Dexterity:** Must have ability to use telephone; calculator; copy machine; fax machine and manipulate computer keyboard and mouse.
- **Finger Dexterity:** Must have ability to use telephone; calculator; copy machine; fax machine and manipulate computer keyboard and mouse.

Physical Demands:

- **Strength:** Ability to lift at least 25 pounds.
- **Climbing:** Must have ability to climb one flight of stairs and twenty to thirty steps.
- **Standing, Sitting and Walking:** Must have ability to: occasionally (1-3 hours/day) stand; frequently (1-3 hours/day) walk and continuously (7-9 hours/day) sit. Must be able to walk over flat terrain.
- **Reaching, Handling, Fingering and or Feeling:** Must have ability to handle papers, files, computer keyboard and work adding machine.
- **Seeing:** Must have ability to focus and have peripheral vision.

Driving:

- Must have a valid driver's license and the ability to drive an automatic transmission car.
- Will have periodic driving record checks done.

Job Status: Full Time/Non-Exempt

Salary : DoQ, DoE with Benefits

Washington County is an Equal Opportunity Employer.

Position Descriptions are intended to serve as guidance and reference documents with respect to the scope, responsibilities and authority of Administrative Division positions. They are not intended and should not be interpreted to be binding or limiting with respect to a position. The Board of Supervisors reserves the right to fill vacancies in positions by hiring persons appearing the best suited for such positions, regardless of their qualifications.