# WASHINGTON COUNTY, VIRGINIA, POSITION DESCRIPTION



### **Position Description:**

Job Title: Information Systems Technician II

**Department:** Information Systems

Supervised by: Director of Information Systems

Revised Date: July 1, 2011

Title: Information Systems Technician II

**Department/Division:** Information Systems Department/County Administration

#### Nature of Work:

 Provides a variety of technical services in the capacity of network administrator and webmaster of the County's website, including website enhancement and development; assists in the day-to-day operations of the County Department of Information Systems (IS), including support and backup of County E-911 system processes.

#### **Essential Duties:**

- Web Site Management: Ensures all County web pages are kept up-to-date and functional. Provides in-house development, enhancement or troubleshooting of website programming.
- <u>Technical Support:</u> Troubleshoot basic/intermediate hardware and software problems via telephone and on-site visits. Regularly work with software installed on County personal computers to maintain a software proficiency to provide software support.
- Field Checks: Complete mapping field checks when needed.
- <u>Schedule Backups</u>: Maintain and implement regular schedule of backups for local area networks.
- <u>Network Security</u>: Monitor network interfaces for intrusion detection. Monitor network of switches, firewalls, and servers for events of errors, problems and/or security issues. Maintain network virus and spam software solutions.
- <u>Disaster Recovery Plan</u>: Maintain the County's disaster recovery plan with monthly updates of random tests on all computer server systems. Work with the Information Systems Director to develop an annual mock IS disaster to further test the disaster recovery plan.
- <u>Installed Software</u>: Regularly work with software installed on County personal computers to maintain a software proficiency to provide software support.
- <u>Attendance</u>: Regular attendance during normal operating hours is required and prior approval of planned scheduled leave time is necessary to provide

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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
- Intermediate to advanced knowledge of local area network operations and administration including disaster recovery.
- Intermediate knowledge of web page programming and maintenance. Programming languages of C, C++, Java, HTML or PHP considered a measurable plus.
- 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 1 year experience in desktop systems and network administration is required; 1 year experience in web page development and maintenance preferred. Relevant Microsoft 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.

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- 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.