

DODGE COUNTY
TITLE: INFORMATION SYSTEMS SPECIALIST

BAND B	GRADE 3	SUBGRADE 1
DIVISION: Administration	ACCOUNTABLE TO: Director of Information Technology	CLASS CODE: Non-Exempt
PRIMARY LOCATION: Mantorville, MN	NORMAL HOURS: 8:00 - 4:30 P.M. M-F	DATE OF LATEST REVISION: 8/1/2020

JOB PURPOSE:
To perform a variety of highly technical tasks in the development, installation, and maintenance of information technology systems.

Duty No.	Essential Duties	Frequency	B/G
1.	Monitors and maintains PC network operating system and environment, including the creation and maintenance of user profiles (using Active Directory and Group Policies) and reviews system logs. Diagnoses and trouble shoots end user PC hardware and software problems. For PC hardware and software concerns that can't be immediately resolved, creates trouble reports and escalates resolution to "Level 3 Technical Support". Support, and assist with, unique department software and equipment (e.g. Sheriff Office Portals/Netmotion: Recorder Office imaging, Highway dept. AUTOCAD).		
2.	Plans out server needs. Orders server hardware and configures it. Maintains server hardware with any needed hardware and software upgrades. Installs and configures server software such as SQL, Exchange and Departmental Applications.		
3.	Installs end user PC hardware and hardware features in a LAN environment. Installs end user PC software and operating systems. Install and configure network printers.		
4.	Maintain and backup disaster recovery system. Take care of media rotation, including off-site storage of the media not in rotation. Make configuration changes as needed.		
5.	Provides technical advice to staff, supervisors, and management on computer and technology issues. Research and study new technology developments that might apply to County staff.		
6.	Develops written and oral instructions on usage of both hardware and software for technology end users.		

DODGE COUNTY

TITLE: Information Systems Specialist

7.	Order hardware, software, and supplies as directed by IT Director.		
8.	<p>Assume primary responsibility for managing, maintaining, and supporting Dodge County internal network system. This includes, but is not limited to:</p> <ul style="list-style-type: none"> • Anticipate and resolve needs and problems ahead of time and investigate and resolve problems with the system wiring, network equipment (router and access points). • Program, maintain and support system as needed. • Support mobile device connections to the wireless network. 		
9.	<p>Assume primary responsibility for managing, maintaining, and supporting SpiceWorks Ticketing system. This includes, but is not limited to:</p> <ul style="list-style-type: none"> • Responding in a timely manner to Help Desk Tickets • Assigning tickets to the appropriate owner for resolution • Monitoring network inventory as reported by the SpiceWorks system <p>Updating end-user information</p>		
10.	Maintains the network equipment and connectivity over multiple locations through a METRO E solution (creating a large LAN), supporting all types of traffic.		
11.	Coordinate installation of new cameras at the various county locations. Configures the cameras to work with our camera software. Installs camera viewing software on computer to view cameras as needed.		

MINIMUM QUALIFICATIONS:

- Post high school education in the technology field. Relevant experience or a combination of education and experience providing equivalent knowledge will be considered.

The following are considered desirable but not mandatory:

- Job experience in the technical support field.

DODGE COUNTY

TITLE: Information Systems Specialist

KNOWLEDGE SKILLS & ABILITIES REQUIRED:

- Must be able to accurately follow oral and written instructions.
- Requires ability to pay attention to detail and be accurate.
- Must be comfortable with and be able to learn about information technology PC hardware and software systems and solution, with an emphasis on Windows, Windows Server, Microsoft Office, Internet Explorer, Outlook, the AS/400 operating system, IP based telephone systems, ITV video conference systems.
- Ability to establish and maintain effective working relationships with employees and vendors.
- Ability to learn information technology processes and procedures and to perform those processes and procedures independently.
- Ability to drive a county automobile to get to various governmental locations within the county.
- Ability to start and complete a project and keep customers informed of status.

CORE COMPETENCIES OF POSITION:

- Knowledge of Work Rules. Develops and maintains a thorough working knowledge of all department and applicable jurisdictional policies and procedures in order to help facilitate compliance with such policies and procedures by all staff members.
- Commitment to the Work Group. Develops respectful, cooperative and productive work relationships with co-workers, including the demonstrated willingness to help newer staff so their respective job responsibilities can be performed with confidence as quickly as possible.
- Commitment to Customer Service. Demonstrates by personal example the service quality and integrity expected from all staff members. Represent Dodge County in a professional manner to the general public, employees and other outside contact/constituencies in a manner that helps maintain and enhance Dodge County's reputation as well managed and citizen oriented.
- Communication. Confer regularly with and keep one's immediate supervisor informed of all important matters pertaining to those functions and job responsibilities for which they are accountable.
- Productivity and Work Organization. Demonstrates ability to plan, organize and accomplish work in a timely and effective manner. Report to work location on time and on a regular basis.
- Problem Solving and Decision Making. Exercise good judgment in problem solving, analytical thinking, and independent thinking as it relates to departmental and County procedures, problems, and policy interpretations.
- Safety Rules and Procedures. Know and observe the safety policies and procedures of the County. Perform tasks in a safe and efficient manner while using appropriate safety equipment, clothing, and devices.

DODGE COUNTY

TITLE: Information Systems Specialist

ACCESS TO NOT PUBLIC DATA:

The employee in this position may encounter not public data in the course of these duties. Any access to not public data should be strictly limited to accessing the data that are necessary to fulfill the employment responsibility. While data are being accessed, incumbent should take reasonable measures to ensure the not public data are not accessed by individuals without a work reason. Once the work reason to access the data is reasonably finished, incumbent must properly store the not public data according to the provisions Ch. 13.

TOOLS & EQUIPMENT:

- IBM compatible personal computer.
- Word processing software.
- Spread sheet software.
- Network Operating Systems.
- AS/400 computer and operating system.
- Internet browser.
- E-mail software.
- Anti-virus software.
- County Automobile.
- Web Page support software.
- Telephone wiring toning and termination equipment.

PHYSICAL ACTIVITIES/REQUIREMENTS:

Medium work which may include exerting up to 50 lbs of force occasionally. Employee is frequently required to sit, talk, hear and use keyboarding skills. The employee is occasionally required to walk; use hands to finger, handle or feel objects, tools or controls; and reach with arms and hand. Specific vision abilities required for the job include close vision and the ability to adjust focus.

SAFETY POLICY:

It is the responsibility of every employee of Dodge County to know and observe the safety policies and procedures of the County. Each employee is expected to perform tasks in a safe and efficient manner while using appropriate safety equipment, clothing, and devices.

DODGE COUNTY
 TITLE: Information Systems Specialist

Physical, Mental and Environmental Requirements

Part I: Physical Requirements

Section A

The physical mobility requirements of this job are to spend:

6	hours a day sitting
2	hours a day standing
2	hours a day walking
.5	hours a day kneeling
2	hours a day stooping
1	miles a day walked
8	feet climbed using a ladder
	feet climbed on an incline
30	feet climbed using stairs

Section B

The physical effort requirements of this job are

# of pounds lifted	
50	pounds lifted waist high
30	pounds lifted shoulder high
30	pounds lifted above the head
60	pounds are carried alone
100	pounds are carried with someone else
75	distance weight must be carried (feet)
100	pounds are pushed
70	pounds are pulled
30	pounds are held

Section C

The physical dexterity requirements of this job are to operate:

X	a telephone
X	Computer/electronic equipment
X	hand tools
X	Electric tools
X	Manipulate small objects

Part II: Sensory Abilities

The checked items listed below are sensory requirements needed for this job. Items are critical, useful, or not required.

critical	useful	
X		see
	X	distinguish colors
X		hear or listen
	X	taste
	X	smell
	X	touch
X		speak

Part III: Mental Effort

The mental efforts required on a daily basis are:

X	reading	X	Analyzing data
X	writing	X	Searching for solutions
X	basic arithmetic		Creating methodologies
	mathematics	X	Conducting research
X	weighing and/or measuring	X	Managing resources
X	visualizing conclusions		Evaluating performance of others

Part IV: Work Environment

The elements of this job's work environment are (complete all that apply):

2	hours a day spent working under time pressure
2	hours a day spent working rapidly
90	% of time spent indoors
10	% of time spent outdoors
	% of time spent in an automotive vehicle
90	% of time spent at a desk, bench or window
90	% of time spent in an office or control room

X	The condition of the air is clean (controlled)
X	The condition of the air is normal/average
	The condition of the air is dusty/dirty
	The condition of the air is wet/humid
	The condition of the air is affected by fumes, smoke etc.

X	The noise level is normal
	The noise level is loud, requiring ear protection
X	The surface of the working environment is level
	The surface of the working environment is sloping
	The surface of the working environment is uneven
	The surface of the working environment is slippery

Part V: Additional Comments: