Information Technology Specialist

This position reports to the I.T. Director and is assigned responsibilities for providing computer services and office automation support related to implementing and maintaining personal computer systems, security, local area networks, workstations, network components, and other automation equipment and devices.

DUTIES & RESPONSIBILITIES:

Duties & responsibilities are not all inclusive but may include the following:

- Troubleshoot problems with applications, software and client workstations, servers, network components, office automation equipment and devices, and related systems and devices; identifies causes and resolves technical problems.
- Maintains client workstations, regularly executes disk scans to check for file, folder or disk errors; defragments hard drives for optimum performance; performs virus scans and cleans peripherals, such as monitors, keyboard, and mouse; coordinates network/mainframe security requests.
- Participates in testing and implementing new applications and software; develops instructional guides or provides group or individual user training as needed; assists users in the operation and application of available equipment and network systems.
- Serves as a specialist in the various electronic data processing systems utilized for various program areas; makes recommendations regarding training and equipment needed for office automation; maintains security of computer identifications and/or passwords; changes tapes as needed.
- Produces reports as needed; and transports or delivers documents or equipment.
- Participates in workshops, seminars, conferences and other training on computer systems, networks and office automation devices; keeps abreast of current technology and improvements.
- Assists in the development and placement of new forms and documents on the system.
- Prepares letters, memorandums and reports as needed or directed.
- Other duties and responsibilities as directed.

Knowledge, Skills and Abilities required include knowledge of computer systems, local area networks, office automation software, and related equipment and devices; of computer maintenance requirements and procedures; of data processing concepts and procedures; of data base structures and applications systems; and of modern office administration. Ability is required to analyze and evaluate computer systems; to install and maintain computer networks; to establish and maintain effective working relationships; to exercise good judgment in evaluating situations; to express ideas and facts clearly and effectively; and to follow oral and written instructions.

Education and Experience requirements consist of a Bachelor’s Degree in Computer Science, Business Administration, or an equivalent degree with an emphasis in Computer/Data Processing and a minimum of 3 – 5 years of experience working with information systems and application; or an equivalent combination of education and experience.

SPECIAL REQUIREMENTS:

Incumbents must be willing and able to perform all job-related travel normally associated with this position.