



# Uintah County

## Job Description

<b>Title:</b>	Desktop & Network Support Specialist	<b>Code:</b>	302.1
<b>Division:</b>	Administration	<b>Effective Date:</b>	09/24
<b>Department:</b>	Information Technology	<b>Last Revised:</b>	
<b>FLSA Cat:</b>	Exempt	<b>Pay Grade:</b>	

### GENERAL PURPOSE

Performs working level technical duties related to identifying, diagnosing, and resolving problems affecting desktops and network performance to support end users of various skill levels throughout the county.

### SUPERVISION RECEIVED

Works under the broad policy guidance and direction of Information Technology Manager and Information Technology Director.

### SUPERVISION EXERCISED

None.

### ESSENTIAL FUNCTIONS (Performs Some or All of the Following)

Performs day-to-day desktop and network services. Responsible for installations and systems maintenance as needed to ensure efficient operation of hardware, software and peripheral components. Provides training and technical assistance to users and identifies and resolves hardware, software and operator problems. Offers direct support for hardware, software, peripherals as well as camera systems and HMI installations

Assists in managing Local Area Networks (LANS), Wireless Area Networks (WLANS) and security networks for performance. Maintains and monitors the operation of county and library networks in conjunction with State LAN and UEN. Administers Active Directory and DNS servers for the county and library under the direction of the IT Manager. Troubleshooting network connection issues including programming network switch ports for correct VLAN configuration and another basic network switch configuration.

Troubleshoots internet protocol (IP) devices such as printer, telephone equipment, and other network devices.

Performs standard tests on equipment or systems to determine corrective actions. Troubleshoots and corrects equipment failures during field tests, and solves problems.

Assists internal customers as needed to gather and coordinate the utilization of systems and software capabilities to generate reports or other technical documents.

Documentation: Creates project documentation for easy transfer of projects to other team members. Responsible for proofing *Cross Training Process Documents* as prepared by other team members, as those additional duties are assigned. Updates the ticketing system with pertinent information for an effective troubleshooting process. Codes tickets for projects with appropriate categories for items outside of specific project work so other team members can easily understand the issues.

Customer Support: Uintah County IT Department is a service department. All technology services that

the Desktop and Network Support Specialist can perform may be requested. No task is too minimal. If staffing needs are limited, whatever service needs are required will be expected. Other duties as assigned.

MINIMUM QUALIFICATIONS

1. Education and Experience:

- A. Graduation from high school; plus, three (2) years of computer related training;  
AND
- B. Three (2) years of responsible experience performing above and related duties; specific experience computer system and software service is preferred;  
OR
- C. An equivalent combination of education and experience.

2. Required Knowledge, Skills, and Abilities:

**In depth knowledge of** Computer hardware capabilities, software and hardware installation and configurations, operating system installation and configurations, Microsoft operating systems and office suite.

**Some knowledge of** and abilities in information system concepts, data bases systems management, "Helpdesk" support methods, interpersonal communication skills, methods and standards for project control, documentation procedures, Network design and management.

**Ability to** plan and develop logical applications of computer technology to address complex alpha and numeric problems; analyze a variety of problems and arrive at alternative solutions applicable to computerization, communicate effectively, verbally and in writing; develop effective working relationships with elected officials; technicians, vendors, supervisors, and co-workers.

3. Special

Qualifications: None.

4. Work Environment:

Tasks require variety of physical activities, that may involving muscular strain, such as walking, standing, stooping, sitting, reaching, and lifting. Talking, hearing and seeing essential to job performance. Mental application utilizes memory for details, emotional stability and discriminating thinking guided and creative problem solving. Occasional local travel required.

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**Disclaimer:** The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify any and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.

I \_\_\_\_\_ have reviewed the above job description. Date: \_\_\_\_\_  
(employee)