Mathews County, Virginia
Position Description

Job title	IT Support Specialist
Reports to	Director, Information Technology or County Administrator
Department	Technology Department
FLSA	Exempt
PG 24	$57,503 - $77,798

Job Purpose

This position functions as primary support for the Sheriff's Office to perform responsible technical and administrative work in assisting with using computers, information technology, data resources and systems. The position assists in desktop support, server administration and email administration. The position serves as the primary help desk contact to fix problems and install systems as needed. The IT Support Specialist is responsible for maintaining and improving upon the efficiency and effectiveness of all areas under his/her control.

Duties and Responsibilities

(The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

Works with all Sheriff's Office staff as primary contact and other departments as secondary contact to resolve problems with information systems, and software

Installs hardware and software for new employees and sets them up in the email and networked systems for their office

Assists with network administration, systems administration and end user support

Assists with network infrastructure, security, and compliance of various hardware/software, updates the systems and hardware and software as directed

Assists with accurate hardware/software licensing inventory

Installs hardware and peripherals (workstations, printers and other various hardware)

Serves as first contact for help desk type of questions for all departments

Provides staff training on the use of County hardware, software, and the use of the website

Manage email system for the County, add and delete staff as needed with appropriate security

Ensures that all work is conducted in a safe manner and all work safety practices are followed

Performs similar or related work as required, directed or as situation dictates

Assists other department staff as needed to promote a team effort to serve the public

Continues training; keeps current related aspects of Information Technology

Consistent on-site and on-time attendance is essential for this position based on assigned schedule.

Qualifications

Education and Experience:

Associate degree in Computer Science or related field or any equivalent combination of education, training and experience that provides the requisite knowledge, skills and abilities for this job, plus over five years of experience with information systems, computers, hardware, software and email.

Licenses or Certificates:
- Valid driver's license
- Certifications in various Microsoft software, Wide Area Networks, Local Area Networks, web development preferred

Knowledge, Skills and Abilities:

Knowledge and understanding of the principles of maintaining a secure email system

Knowledge of electronic form creation and of the related software needed

Knowledge of the document and records management systems

Ability to communicate effectively and tactfully with application personnel and end users

Ability to use analytical techniques in a dynamic environment while performing in an efficient and effective manner

Knowledge of database and file management systems for data entry procedures

Ability to acquire working knowledge of regulations, legal requirements, and procedures of assigned office

Ability to maintain confidential information

Ability to establish and maintain working relationship with County Staff and vendors

Ability to prioritize and organize work assignments to meet established deadlines to complete tasks efficiently and accurately and ability to multitask

Ability to understand and follow oral and written instructions

Ability to communicate effectively, both orally and in writing

Ability to use Windows-based software and data base systems (e.g. Word, Excel, and power point, financial systems, Office 365, Azure, SQL, etc.)

Ability to maintain motivation, composure, and self-esteem in stressful situations.

Ability to pass background check for CJIS certification and accreditation and Public Trust

Working Conditions

Conditions are generally those of a typical office environment but, a wide range of working conditions will be experienced - from attics and crawl spaces to equipment and server rooms. Some work must be performed in environments with heightened noise and vibration levels. Some environments may expose the worker to hazardous materials and conditions such as lead, asbestos, temperature extremes, etc.

Work during normal business hours is necessary to provide timely support to the organizational departments and staff. It is also necessary to frequently work outside of normal business hours to complete items that may impact the production network or user productivity.

Physical Requirements

Visual and physical dexterity are required to perform visual identification of equipment, parts, and connections, and to move fragile objects of a variety of weight from individual systems (light) to battery backup units (heavy). Work may occasionally require bending, lifting, a wide range of arm movement, finger and hand dexterity, and may from time-to-time require climbing and working from ladders or lifting devices. Setup, maintenance, or

evaluation of some equipment may require work in places with restricted room for movement.

Direct reports

None at this time

Approved by:	
Date approved:	October 2, 2023
Reviewed:	