

CASS COUNTY JOB DESCRIPTION

INFORMATION SYSTEMS SPECIALIST – NETWORK ADMINISTRATION

Supervised by: Director of Information Systems
Supervises: None

Position Summary:

Under the supervision of the Director of Information Systems, is responsible for assisting with the installation, maintenance and support of County-owned computers and software.

Responsibilities include troubleshooting problems, microcomputers, maintaining and repairing information systems equipment and performing installation of software and hardware for the County. Provides system wide network management for all LANs and WANs and implements LAN policies and standards, ensuring adherence to security procedures. Maintains employee email system, servers and telephone systems at both the Cass County Building and Law and Courts Building.

Essential Job Functions:

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Installs computer systems and related equipment.
2. Maintains and documents microcomputer and network components, including hardware, software and peripherals.
3. Assists with network administration, installation, configuration, recommendations, wiring, wireless and support. Responsible for end-to-end network management, including ensuring a stable, secure and reliable working platform for all users.
4. Responsible for the networking and telephone related wiring, phone system and network maintenance.
5. Maintains and configures computer operating systems and management software.
6. Responsible for back-up, risk management and contingency planning.
7. Troubleshoots and repairs hardware, software, network and related component problems, including assisting with providing technical support for user problems and e-mail login and general login problems.

8. Implements new computing resources as required, including hardware, software and peripherals.
9. Monitors information systems use and provides support services for various technologies.
10. Assists with the preventative maintenance program for all information systems equipment, including coordinating and resolving system compatibility issues.
11. Assists with the receiving and handling of new and in-service equipment.
12. Maintains computer related hardware and software.
13. Provides support for network and application software and computer use.
14. Serves the public at the counter and on the phone in providing GIS map and data information.
15. Performs other duties and responsibilities as needed.

Required Knowledge, Skills, Abilities and Minimum Qualifications:

The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

Requirements include the following:

- Associate's degree in computer science, computer information systems or related field.
- Must pass background check and drug test.
- Michigan Vehicle Operator's License.
- Two years of experience in computer information systems, network administration or related area.
- Knowledge of standard installation and maintenance procedures for computer operations.
- Knowledge of information technology, computer operations, network and database processing.
- Skill in diagnosing computer operating and network problems.
- Ability to interact and assist with computer users of varying skill levels.
- Ability to understand complex configuration, installation and computer maintenance guidelines.

- Knowledge of coordinate geometry, geography terms, vector maps and the general uses and capabilities of Geographical Information Systems.
- Ability to communicate effectively, verbally and in writing, and have the ability to pay attention to detail.
- Demonstrated ability to deal effectively with the public, maintain professional integrity and respect for colleagues and co-workers.
- Ability to maintain office confidentiality and handle stressful situations.
- Ability to use a variety of power and hand tools for the repair and installation of computers and video equipment.
- Ability to use office equipment such as telephone, fax machine, calculator, and computer software, including word processing, spreadsheet, database, GIS/mapping and electronic mail/Internet/world wide web.
- County employees are expected to possess and maintain a record of orderly, law-abiding citizenship, sobriety, integrity and loyalty as it pertains to and reflects upon their employment with the County.
- County employees must be physically and mentally able to perform the essential duties of their position without excessive absences.
- In addition to the above requirements, all County positions require the ability to read, write, speak and understand the English language as necessary for the position, including the ability to follow written and oral instructions.

Physical Demands and Work Environment:

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the essential functions of this job, the employee is regularly required to stand, walk, stoop or kneel. Frequently, the employee is required to sit. It is crucial to the outcome of job tasks that the employee is able to, talk and hear, view a computer screen for extended periods, use hands to finger, handle, or feel and reach with hands and arms. The employee may be exposed to the risk of electrical shock. In the course of installing equipment and cables the employee may occasionally be required to lift and/or move objects of light to heavy weight. While performing the duties of this job, the employee regularly works in a business office setting. However, the employee is occasionally required to travel to other locations to perform job duties. The noise level in this work environment is usually quiet to moderate.

Approval: _____ Approval: _____
Supervisor Appointing Authority

Effective Date: _____ Revision History: _____