

**Attachment A
BOARD OR SUMTER COUNTY COMMISSIONERS
JOB DESCRIPTION**

JOB TITLE: Information Technology Support Technician III

DEPARTMENT: Information Technology

DIVISION: Administrator

GENERAL DESCRIPTION:

Complex and responsible technical work with personal computers, senior technician skills with networks and networking telephone communications systems and various peripheral equipment. Sets up new equipment, installs hardware and software, to include upgrades, troubleshooting, and repair. Assists Network Administrator and Systems Administrator with their daily tasks. Evaluates and recommends department needs for purchases of new hardware and software. Assists in other projects conducted by the Department.

ESSENTIAL JOB FUNCTIONS:

1. Installs and maintains networks and workstations, including such tasks as organizing and configuring network resources and managing hardware and software issues.
2. Installs upgrades to existing systems.
3. Troubleshoots equipment and program problems on personal computers, printers and telephones.
4. Maintains voice mail and call accounting programs.
5. Maintains maintenance program of personal computers and telephones.
6. Provides training on personal computers and telephones.
7. Recommends purchase of computers peripheral equipment, networking equipment, and telephone equipment.
8. Maintains replacement inventory and software license inventory.
9. Sets up workstations on the network to communicate within the workgroup and domain, and setups up file and printer sharing, and Internet connection, as well as intranet email.
10. Troubleshoots network errors.
11. Monitors, facilitates, and ensures effective network communication across local area network (LAN) and wide area network (WAN).
12. Regular attendance

[These essential job functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform other job related marginal duties as required.]

MINIMUM QUALIFICATIONS:

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of the uses of computers, related equipment and other office equipment.
- Knowledge of personal computer architecture.
- Knowledge of Windows and Microsoft Programs.
- Knowledge of Networking Environments to include current Microsoft Operating System.
- Knowledge of Networking Protocols examples (TCP/IP, NETBEUI, etc.)
- Knowledge of Network cabling to include CAT 5 installation and termination.
- Knowledge of routers, switches, and hubs installation and configuration.
- Knowledge of LAN/WAN connectivity.
- Knowledge of web page creation and updating
- Skilled in all aspects of personal computer maintenance, troubleshooting, and repair.
- Skilled in network technician duties.
- Ability to learn database creation.
- Ability to learn call accounting program.
- Ability to learn basic telephone maintenance and voice mail maintenance.
- Ability to read and interpret operating manuals
- Ability to maintain effective working relationships with Department Director, county employees, government agencies, and the general public.
- Ability to prepare and maintain accurate records, document activities, and submit reports.
- Ability to understand and follow oral and written instructions and to communicate, both orally and in writing, in a clear, concise, and accurate manner.
- Ability to work under pressure and meet deadlines.
- Ability to follow through on designated tasks.
- Ability to educate self on new technology.

EDUCATION AND EXPERIENCE:

- Associates degree in the computer field
- Three(3) years technical training
- Five (5) years experience in responsible computer work.

(A comparable amount of training, education or experience may be substituted for the above minimum qualifications.)

LICENCES, CERTIFICATIONS OR REGISTRATIONS:

- Valid Florida Driver's License and a driving record acceptable to insurance provider.

ESSENTIAL PHYSICAL SKILLS:

- Acceptable vision (with or without correction)
- Acceptable hearing (with or without correction)
- Must be able to lift medium weights (up to 45 pounds)
- Must be able to bend and squat
- Must be able to sit and view computer display screens for extended period of time

ENVIROMENTAL CONDITIONS:

- Primarily works inside in an office environment, with limited outside duties.

Reasonable accommodation will be made for otherwise qualified individuals with a disability.

FLSA Non-Exempt Status

Reviewed 10/1/09

**BOARD OF SUMTER COUNTY COMMISSIONERS
JOB DESCRIPTION**

JOB TITLE: **Programmer Analyst**
DEPARTMENT: **Information Technology**
DIVISION: **Administrator**

GENERAL DESCRIPTION:

Advanced technical work in designing and programming management information systems. Acts as internet web master.

ESSENTIAL JOB FUNCTIONS:

1. Designs and develops computer programs that automate specific business processes. Tests, maintains and modifies internal and third party software.
2. Makes logical and physical changes to computer databases/schemas and application programs.
3. Works with users to create business requirements and technical requirement specifications.
4. Creates and executes test plans to insure high quality systems.
5. Designs, models, documents, constructs, and executes data conversions and migrations utilizing departments data warehouses and software tools and third party software.
6. Recommends purchase of computers, peripheral equipment, and software and coordinates a plan for application software updates and upgrades..
7. Troubleshoots internal and third party bug fixes and enhancement request.
8. Creates and maintains software libraries.
9. Designs and maintains web pages for the Board's site.
10. Trains users on software and provides software technical support to the user community.
11. Regular attendance.

[These essential job functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform other job related marginal duties as required.]

MINIMUM QUALIFICATIONS:

KNOWLEDGE, SKILLS AND ABILITIES:

- Considerable knowledge of programming languages used by the organization and the SDLC.
- Considerable knowledge of the uses of computers, related hardware and office equipment.
- Knowledge and use of personal computer architecture and networking.
- Knowledge and use of the MS Windows OS and Microsoft Server Programs.

- Ability to visualize and document the flow of data through the system and deal with abstractions in order to develop a sequence of operations to solve data processing tasks.
- Ability to read and interpret operating manuals.
- Ability to maintain effective working relationships with department directors, county employees, government agencies, and the general public.
- Ability to prepare and maintain accurate records, document activities and submit project reports.
- Ability to understand and follow oral and written instructions, and to communicate, both orally and in writing, in a clear, concise and accurate manner.
- Ability to work under pressure and meet deadlines.
- Ability to follow through on designated tasks.

EDUCATION AND EXPERIENCE:

- Associate of Science degree in Computer Science or a directly related field.
- Three (3) years of programming experience.

(A comparable amount of training, education or experience may be considered for the above minimum qualifications.)

LICENSES, CERTIFICATIONS OR REGISTRATIONS:

- Valid Florida Driver's License and a driving record acceptable to insurance provider.

ESSENTIAL PHYSICAL SKILLS:

- Acceptable vision (with or without correction)
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