

POSITION:	Network IT Specialist
DEPARTMENT:	Information Technology
REPORTS TO:	Network Administrator & Technology Committee Chair

GENERAL DESCRIPTION

Under the direction of the Information Technology Committee Chairman and Network Administrator, this individual provides leadership, management, strategic goals, development, implementation and administration of county technology policies and procedures to ensure the accuracy, confidentiality and security of all information technology, and all systems deployed by the County of Knox. Assists in the development and implementation of the County information systems and communications goals.

ESSENTIAL FUNCTIONS

- Provides primary backup for the network administrator, and information systems technician.
- Troubleshoots hardware and software problems County-wide as needed.
- Provides training to various software products to county employees.
- Monitors and maintains hardware and software maintenance agreements.
- Maintains the county web page and day to day site content.
- Install, configure, patch, administer workstation, server, printer and network environments
- Help develop technical solutions and standard procedures for daily administration
- Provide desktop support / troubleshoot desktop and application issues
- Maintains asset inventory / management
- Monitor application connectivity and performance
- Ability to provide some evening and weekend support during system outages
- Other duties as assigned.

EDUCATION

College degree preferred, Windows server administrator experience

WORK EXPERIENCE REQUIRED

History of window server administration, strong customer service and communication skills, help desk/IT support in a windows environment, experience in configuring, troubleshooting and repairing applications as well as managing database applications.

PERSONAL QUALIFICATIONS AND ABILITY

To understand and evaluate emergent technologies and integrate them into existing business processes with the goal of enhancing organizational capabilities and efficiency.

Strong troubleshooting and management skills and broad knowledge of hardware and software.

Ability to work independently.

To be knowledgeable of Knox County safety procedures and practices.

This description is intended to indicate the kinds of tasks and levels of difficulty that will be required of this position and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of any supervisor to assign, direct and control the work of employees under his/her supervision. The use of a particular expression or illustration describing the duties shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.

Other duties as assigned.

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