LOCAL HEALTH PERSONNEL JOB DESCRIPTION

CLASS TITLE: Technical Specialist	
TITLE CODE: 1414	**SERIES:** Information Technology

SELECTION METHOD: 100% qualifying	**SALARY: (MIN-MID)** $18.07- $22.46 **GRADE:** 15 **SPECIAL ENTRANCE RATE:** May be adjusted at agency's discretion based upon additional education & experience.

POSITIONS IN THIS CLASS GENERALLY REPORT TO: Local Health Department Director or Information Manager

PRIMARY USER AGENCY: LOCAL HEALTH DEPARTMENT

CHARACTERISTICS OF THE CLASS: CHARACTERISTICS OF A CLASS ARE GENERAL STATEMENTS INDICATING THE LEVEL OF RESPONSIBILITY AND DISCRETION OF POSITIONS IN THAT JOB CLASSIFICATION.

Provides support assistance to users of the communications network and/or provides technical assistance in problem determination and resolution related to network equipment or software. Provides hardware support and site preparation functions for the network.

MINIMUM REQUIREMENTS: MINIMUM REQUIREMENTS ARE COMPREHENSIVE STATEMENTS OF THE MINIMUM BACKGROUND AS TO EDUCATION, EXPERIENCE, AND OTHER QUALIFICATIONS WHICH WILL BE REQUIRED IN ALL CASES AS EVIDENCE OF AN APPOINTEE'S ABILITY TO PERFORM THE WORK PROPERLY.

EDUCATION: Graduate of an accredited college or university with a Bachelor's Degree.

EXPERIENCE: None

SUBSTITUTION CLAUSE: See Below

EDUCATION: An Associate Degree in Internet Technologies, Network Technology or Programming and two (2) years of experience in providing technical assistance related to network equipment or software may substitute for the education requirement.

EXPERIENCE: Related technical or vocational training/experience will substitute for educational requirement on a year for year basis.

SPECIAL REQUIREMENTS: (AGE, LICENSURE, REGULATION, ETC.)

POST EMPLOYMENT REQUIREMENTS: EMPLOYEES IN THIS CLASS WILL BE REQUIRED TO OBTAIN CREDENTIALS OUTLINED BELOW WITHIN A REASONABLE TIME, OR IF EMPLOYEES POSSESS SUCH CREDENTIALS AT THE TIME OF HIRE THEY WILL BE REQUIRED TO MAINTAIN THOSE CREDENTIALS SO LONG AS THEY ARE EMPLOYED IN THIS CAPACITY. None

EXAMPLES OF DUTIES OR RESPONSIBILITIES OF THE CLASSIFICATION: EXAMPLES OF DUTIES OR RESPONSIBILITIES ARE NOT TO BE CONSTRUED AS DESCRIBING WHAT THE DUTIES OR RESPONSIBILITIES OF ANY POSITION SHALL BE AND ARE NOT TO BE CONSTRUED AS LIMITING THE APPOINTING AUTHORITY'S ABILITY TO ADD TO, OR OTHERWISE ALTER THE DUTIES AND RESPONSIBILITIES OF A POSITION.

Receives user problem reports and provides support to assigned users and maintains appropriate records and documentation. Provides general technical support to customers for resolution of network problems. Interprets and analyzes information provided by network management software. Provides assistance to equipment vendors during diagnostic procedures by running diagnostic routines. Replaces defective hardware and tests newly installed hardware. Installs wiring and cabling. Assists staff in utilizing and installing software programs and general helpdesk issues relating to IT.

TYPICAL WORKING CONDITIONS AND UNIQUE PHYSICAL REQUIREMENTS: INCUMBENTS IN THIS CLASSIFICATION WILL TYPICALLY PERFORM THEIR PRIMARY JOB DUTIES UNDER THESE CONDITIONS. THESE CONDITIONS MAY CHANGE ON OCCASION IN PERFORMING THE DUTIES OF AN INDIVIDUAL POSITION.

Work typically is performed in office setting.

ADDITIONAL REQUIREMENTS:

Applicants and employees in this classification may be required to submit to a drug screening test and background check according to the agency's policies.

DATE CLASS ESTABLISHED: 12-08-10	**DATE OF LAST REVISION:** 10/3/2022