



COUNTY OF ERIE
POSITION ANNOUNCEMENT
AN EQUAL OPPORTUNITY EMPLOYER

POSTING DATE: MARCH 7, 2016

CLOSING DATE: MARCH 21, 2016

TITLE: IT SPECIALIST II

GRADE: P-III

**DEPARTMENT: INFORMATION TECHNOLOGY
(DEPARTMENT OF HUMAN SERVICES)**

BARGAINING UNIT: NON-BARGAINING

ENTRY RATE: \$17.62/HOUR \$34,359/YEAR

HOURS PER WEEK: 37.5

PROCEDURE TO APPLY: Please read the **County of Erie Job Application Procedures** before applying. Those wishing to apply for this position shall submit a County Employment Application and a Bid Form stating their qualifications to the Personnel Department at the Erie County Court House, Room 501, Erie, PA 16501. Apply Monday - Friday, 8:30 am - 4:00 pm.

APPLICATIONS AND BID FORMS CAN BE DOWNLOADED FROM THE INTERNET BY GOING TO THE ERIE COUNTY WEB SITE AT www.eriecountygov.org AND THEN CLICK ON JOB OPPORTUNITIES. COMPLETED FORMS CAN EITHER BE MAILED TO THE ABOVE ADDRESS OR FAXED TO 814-451-6484.

THE COUNTY OF ERIE IS AN EQUAL OPPORTUNITY EMPLOYER. MEN AND WOMEN OF ALL MINORITY AND NON-MINORITY GROUPS INCLUDING INDIVIDUALS WITH DISABILITIES ARE ENCOURAGED TO APPLY.

ALL NEW HIRES ARE SUBJECT TO A CRIMINAL BACKGROUND CHECK.

DUTIES/RESPONSIBILITIES:

Performs desktop and end user support for the County IT department. In addition, this position will serve as the backup to the Network Administrator and be assigned advanced responsibilities.

Work includes but is not limited to

- Support of desktop and client side peripherals.
- End user support including hardware and application assistance.
- Installing, upgrading and maintaining PC's and related hardware.
- Troubleshoot and support network connectivity infrastructure including Wi-Fi and cabling.
- Responsible for the monitoring and maintenance of daily IT backups.
- Assist in end user training in regards to departmental hardware and applications.
- Inventory of IT equipment.
- Provide "on-call" emergency support.
- Assist IT administrators with server, network, and group policy support.
- Advanced troubleshooting of hardware and software with vendors support teams.
- Server as primary backup to the Network Administrator which includes server maintenance, file backups, network switching, and administration of the Virtual platform.

KNOWLEDGE, SKILLS & ABILITIES:

- Knowledge in the following areas:
 - Windows Servers, Windows 7
 - Active Directory, Printers
 - Antivirus, Disaster Recovery
 - Networking, Wi-Fi, Cabling

- Virtualization and imaging knowledge helpful.
- Ability to conduct research into emerging technologies.
- Must be a team player and work well with people.

Supervisory duties include: NONE

MINIMUM REQUIREMENTS/QUALIFICATIONS:

Bachelor’s degree in computer science or related field, or (2) year technical degree and (2) years’ experience in a progressive IT environment or an equivalent combination of training and experience. Experience in a help desk environment, Windows 7, Microsoft Office and Outlook is helpful.

SUPERVISION RECEIVED: Work is performed under the direction of the County Information Technology Director or onsite IT Manager.

ANNUAL STATEMENT OF BENEFITS:

NON-BARGAINING GRADE P	SINGLE COVERAGE	DEPENDENT COVERAGE
	\$10,615.00	\$22,170.00

Average paid holidays annually – 14 days Average paid personal days– 5 days Average paid vacation– 6 days	*Holidays may vary by bargaining unit
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