

Richland County Position Description

Name:		Department:	Management Information Systems
Position Title:	MIS Technical Support Specialist	Pay Grade:	F
		Hours Per Week:	40
Date:	August 2021	Reports To:	MIS Director

Purpose of Position

Under the direction of the MIS Director, this position is a confidential specialized position in the Management Information Services Staff which maintains and supports desktops computers applications and related technology. Activities require interaction with application software and operating systems to diagnose and resolve unique, non-recurring problems. The duties of the position may not be limited to the following duties due to the highly technical nature of maintaining the County Network, and the associated peripheral hardware and software.

Essential Duties and Responsibilities

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- Perform ongoing software and hardware configuration after initial installation to better adapt the network environment to the needs of the county departments.
- Website Updates and Maintenance
- Troubleshoots computer hardware / software problems for county staff.
- Interviews users to determine scope of problems.
- Assist with downloading and implementing patches to software as they are released.
- Rebuilding and refurbishing computer systems.
- Update databases/inventory for hardware and software.
- Assist Users with Email problems.
- Training and assisting users with software.
- Must be able to participate in a team workplace environment and work well with others.
- Must perform duties and responsibilities in a professional, courteous manner.
- Must comply with HIPAA regulations. On-site HIPAA training will be offered.
- Must comply with all pertinent policies and procedures of Richland County.
- Setup users in Printers
- Setup users in Building access systems
- Sets up users in Phone/voicemail systems
- Keep abreast of current technology so that upgrades and tweaking of systems can occur in a timely manner.
- Setup and troubleshoot video conferencing equipment

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- Troubleshoot virtual conferencing platforms and meetings
- Troubleshoot phone related issues
- Setup and install phones as needed
- Supervise daily workload of LTE support and coordinate with reserve employees on teleconferencing support.

Additional Tasks and Responsibilities as Assigned

While the following tasks are necessary for the work of the unit, they are not an essential part of the purpose of this position and may also be performed by other unit members.

- Database management and maintenance for all county systems.
- Maintains knowledge of computer operating systems, hardware, software, programming languages, security, and open records law.
- Supports Richland County Core Values throughout all levels of department decision making. Develops customer service as an integral part of department operations.
- Responsible for working safety practices and standards of the facility; responsible for reporting and/or correcting any existing or potential safety or accident hazard.
- Establish and maintain effective working relationship with co-workers and others.
- Attend staff meetings, training sessions, off-site classes, and seminars related to job skills.
- Perform routine clerical tasks such as sorting, indexing, recording, filing, and typing as required.
- Familiar with Federal, State, and local agencies and their programs and coordinate these programs with County programs.
- Perform related work as required or directed.
- Maintain knowledge regarding information systems technology.
- Research industry trends, hardware and software for potential county applications.
- Maintain a clean work environment with an attention to detail.
- Effectively work as a team and communicate ideas fluently.

Minimum Training and Experience Required to Perform Essential Job Functions

Two-year vocational/technical diploma in computer networking support from accredited college or any combination of education and experience that provides equivalent knowledge, skills and abilities. Demonstrated ability to work independently. Ability to arrange and coordinate schedules with ability to plan, organize, and prioritize. Ability to maintain and repair peripheral hardware. Ability to analyze and categorize data and information in order to determine the relationship of data with reference to established criteria/standards. Ability to work in a pleasant and understanding manner with the general public, county officials, co-workers, vendors, etc. Considerable knowledge of the departmental/governmental programs, operations, and policies with respect to general functions performed. Ability to train others in the use of software and hardware applications, including the ability to act in a lead worker capacity.

Valid driver's license and access to automobile required for local driving. Must be able to successfully pass a criminal background check.

Physical and Mental Abilities Required to Perform Essential Job Functions

Language Ability and Interpersonal Communication

Ability to decide the time, place and sequence of operations within an organizational framework, and to oversee their execution. Ability to analyze and categorize data and information using established criteria, to determine consequences and identify and select alternatives.

Ability to persuade, convince and train others. Ability to advise and interpret regarding the application of policies, procedures and standards to specific situations.

Ability to utilize a variety of advisory and design data and information such as purchase orders, invoices, billing statements, receipts, budgets, request for proposals, accounting methods, bid specifications, computer documentation, computer languages, flow charts, diagrams, leases, contracts, warranties, social service records, strategic plans, operating system manuals, hardware/software manuals, blue prints, maps, state statutes, state and federal program requirements and educational materials.

Ability to communicate orally and in writing with computer users, vendor representatives, department heads, computer consultants, outside agency personnel, County Board Supervisors, Finance and Personnel Committee and the general public.

Mathematical Ability

Ability to apply algebraic and trigonometric formulas. Ability to interpret inferential statistical reports and/or formulation and equation data. Ability to calculate percentages, fractions, decimals, volumes, ratios, present values and spatial relationships.

Judgment and Situational Reasoning Ability

Ability to apply functional reasoning in synthesizing information and functions, and ability to influence others in activities such as leading, controlling, managing, supervising and teaching.

Ability to exercise the judgment, decisiveness and creativity required in situations involving the direction, control and planning of an entire program or multiple programs.

Physical Requirements

Ability to operate equipment and machinery requiring complex and rapid adjustments, such as computers, copiers, multifunction machines, computer peripherals, common hand tools, carts, line testers and telephone.

Ability to coordinate eyes, hands, feet and limbs in performing movements requiring skill and training, such as data entry, pulling cable and installing equipment.

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Ability to exert moderate but not constant physical effort, typically involving some combination of climbing and balancing, stooping, kneeling, crouching, crawling, lifting, carrying, pushing and pulling.

Ability to recognize and identify degrees of similarities or differences between characteristics of colors, shapes, sounds and odors associated with job-related objects, materials and tasks. Ability to sustain prolonged visual concentration.

Environmental Adaptability

Ability to work under generally safe and comfortable conditions where exposure to environmental factors such as repetitive computer keyboard use may cause discomfort and poses a limited risk of injury.

Richland County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

Employee's Signature

Supervisor's Signature

Date

Date

