

**POSITION DESCRIPTION
COUNTY OF LAGRANGE, INDIANA**

POSITION: Computer Technician
DEPARTMENT: Information Technology
WORK SCHEDULE: As scheduled
JOB CATEGORY: PAT (Professional, Administrative, Technological)

DATE WRITTEN: October 2018

STATUS: Full-time

DATE REVISED:

FLSA STATUS: Non-exempt

To perform this position successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed in this document are representative of the knowledge, skill, and/or ability required. Lagrange County provides reasonable accommodation to qualified employees and applicants with known disabilities who require accommodation to complete the application process or perform essential functions of the job, unless the accommodation would cause an undue hardship.

Incumbent serves as Computer Technician for the LaGrange County Information Technology Department, responsible for performing maintenance and repairs to devices within the LaGrange County Network.

DUTIES:

Responds to user requests for service, troubleshoots problems, and develops solutions.

Provides ongoing maintenance of existing network devices, including adding, removing, and replacing computer hardware, installing computer software programs, and providing assistance in software technical issues.

Assists users with software and cell phone related problems and instructs users on effective system utilization, providing instruction in the use of new software.

Diagnoses printer, scanner and copier malfunctions and makes needed repairs.

May provide testimony in legal proceedings/court as requested.

Occasionally responds to emergencies on a 24-hour basis.

Performs related duties as assigned.

I. JOB REQUIREMENTS:

Associate Degree in computer science or related field or equivalent combination of education and experience required.

Ability to meet all Department hiring requirements, including passage of a drug test.

Thorough knowledge of continuing advancements in computer systems, personal computer hardware and software, networking, and personal computer repair, with ability to identify and diagnose computer hardware and software problems, evaluate hardware and software for specific department needs, and instruct County personnel in the use of new software applications.

Knowledge of and ability to make practical application of Department policies, procedures, and legal requirements.

Working knowledge of standard office procedures and ability to apply such knowledge to a variety of interrelated processes, tasks, and operations.

Working knowledge of standard English grammar, spelling and punctuation, and ability to prepare correspondence and written reports as required.

Knowledge of standard record keeping systems and ability to create and maintain records/files.

Ability to operate standard office equipment, such as computer, calculator, copier, fax machine and telephone.

Ability to effectively communicate orally and in writing with co-workers, other County departments, and the public, including being sensitive to professional ethics, gender, cultural diversities and disabilities.

Ability to provide public access to or maintain confidentiality of department information and records according to state requirements.

Ability to comply with all employer and department policies and work rules, including, but not limited to, attendance, safety, drug-free workplace, and personal conduct.

Ability to understand, memorize, retain and follow oral and written instructions.

Ability to compile, analyze and evaluate data, make determinations, and present findings in oral or written form.

Ability to work alone with minimum supervision and with others in a team environment, often amidst frequent distractions and interruptions, and on several tasks at the same time.

Ability to apply knowledge of people and locations, plan/layout assigned work projects, and count/make simple arithmetic additions/subtractions.

Ability to provide testimony in legal proceedings/court.

Ability to occasionally work extended hours, evenings and/or weekends, and occasionally travel out of town for meetings/training, sometimes overnight.

Ability to occasionally respond to emergencies on a 24-hour basis.

Possession of a valid Indiana driver's license and demonstrated safe driving record.

Interested persons may obtain an application at the Human Resource office in the County Annex Building located at 114 W. Michigan, St., LaGrange, Indiana 46761 or online at www.lagrangecounty.org. Applications accepted at jmedford@lagrangecounty.org until the position is filled.

LaGrange County is an Equal Opportunity Employer.

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