



POSITION DESCRIPTION

IT Technician Administration

Job Title: IT Technician
Department: Administration
Reports To: Director of Administration

Revision Date: September 5, 2023
FLSA Status, Category: Non-Exempt
Established: October 1, 2019
Safety Sensitive: No

SUMMARY: If you like to solve technical issues and work with people, then our IT Technician position may be great for you! The IT technician should be extremely organized and be able to work independently without supervision, manage their own daily schedule and prioritize activities. The IT Technician responds to end-user phones, email or chat requests for support to resolve basic computer application, system, device, access, or performance issues and utilizes product information or solution databases to research, troubleshoot, and deliver solutions.

MINIMUM QUALIFICATIONS:

- Requires high school diploma, or equivalent.
- Associate's Degree and/or 2-4 Years related verifiable experience preferred.
- Both technical and soft skills. (The position requires a strong technical understanding as well as the ability to communicate clearly with others.)
- Maintain valid Driver License. (For state system access & company vehicle use.)
- CompTIA A+ CE certification {may be acquired after hire}
- Considerable knowledge of computer networks, wide area networks, personal computers, peripherals, servers, routers, switches, firewalls, cabling, operating systems, software, and various networking equipment preferred.
 - Preference for demonstrating skills commensurate with:
 - 2+ years of experience with: Windows 10 experience, mainstream Laptops/Desktops, Microsoft Office products.
 - 1-year of experience with: Apple and Android products, DNS, WINS, and DHCP services, LAN, WAN, and data communication operations analysis, and Remote Access Tools; VPN and Mobile.
- BCTC enforces a drug-free workplace policy. Applicants in safety-sensitive positions are required to be drug tested prior to employment. Under certain circumstances, employees may also be required to submit to drug and/or alcohol testing. Information on the Drug-Free Workplace Policy is contained in the employee Handbook and set forth in the Drug-Free Workplace Policy, available through the Human Resources Department and the organization's website at www.baytaxcollector.com
- Compliance with minimum standards for screening as outlined in the REAL ID Act (6 CFR 37.45, 49 CFR 1572.103) and Commercial Driver's License Program DOT (49 CFR 384.228).
- Must have proficient knowledge of basic procedures and principles of mathematics, business English and general office duties.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Advise users on the methods, steps, and actions to resolve and avoid future issues, providing documentation as needed. (General IT Help Desk)
- Document incidents using help desk systems or tools.



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- Escalate problems to appropriate levels of teams to achieve issues resolution.
- Support installs or upgrades of software or devices, set up user profiles, re-set passwords.
- Fulfill all service level standards for response time and quality.
- Troubleshoot basic/intermediate hardware problems.
- Assist with the design and implementation of new hardware or software configurations.
- Assist the Training Coordinator with or directly provide training to users of new and revised systems.
- Provide updates, status, or completion information to managers and/or team members via voice mail, e-mail, in-person communication, or ticket status update (if a service request ticket was submitted.)
- Install hardware and peripheral components such as monitors, keyboards, printers, and disk drives on team members' workstations.
- Initiate requests to vendors for service or coordinate with those who are authorized to initiate those requests.
- Follow up on service requests submitted to vendors.
- Coordinate activities with the Bay County IT department as necessary.
- Administer accounts and grant/remove access to software systems that are not being administered by other positions or departments.
- Ensure installed software and anti-virus programs on all actively used workstations are kept up to date unless there is technical reason that would prevent the update or break essential functionality of a critical system.
- Maintain good interpersonal and communications skills with the public and as well as other team members.
- Perform other related duties as assigned.

COMPETENCIES:

- **Continual Learning/Self-Management:** Takes responsibility for own career, pursuing self-development through actively seeking learning in areas beyond current technical expertise, seeks challenging assignments, and engages in opportunities for self-improvement using a variety of learning approaches.
- **Customer Service:** Gains customer confidence through competence, good communications and trust, following through on customer questions, request and complaints, responding promptly and efficiently to request for help, information and services in a tactfully and courteous manner, and recognizes coworkers as customers and treats all with respect and consideration.
- **Flexibility/Adaptability:** Demonstrates openness to changes, adopting a positive attitude to new demands and is optimistic and accepting of necessary change, remains open to others' ideas and exhibits a willingness to learn and use new procedures and technology, smoothly handles multiple demands, willing to work in all office locations.
- **Integrity & Honesty:** Behaves in an honest, fair and ethical manner, accepting personal responsibility not shifting blames to others, acts out of motivation to do the right thing, keeps organizational and personal information confidential where required and/or appropriate and refrains from spreading gossip.
- **Interpersonal Skills:** Treats others with courtesy, sensitivity and respect maintaining confidentiality, maintains effective working relationships with fellow team members, other agencies and the public, considering and responding appropriately to the needs, feelings and capabilities of different people, seeking to understand the culture, beliefs, values, biases, preferences, and other drivers of behavior in



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oneself and others, avoids jumping to conclusions, demonstrates discretion and tact when correcting or questioning another's ideas or action.

- **Written/Oral Communication:** Edits work for spelling and grammar, presents data effectively and is able to read and interpret written information, prepared to listen to other views, speaks in a way that is understandable to others and appropriately uses gestures, eye contact and vocal pitch to positively impact a message, makes clear and convincing oral presentations to individuals and small groups.
- **Problem Solving:** Identifies and works toward resolution of customer issues, within the context of own job, working to fix the problem, knowledge of where to locate information and whom to ask for assistance.
- **Public Service Motivation:** Exhibits the integrity and ethics expected of a public servant, demonstrating good citizenship in the workplace and community, projecting a positive image at work and in the community and models and supports the Bay County Tax Collector's values, mission and vision.
- **Resilience:** Balances priorities at work with personal life concerns and wellness, effectively deals with pressure, remains optimistic, tolerates change, seeks support during a crisis and quickly recovers from setbacks.
- **Decisiveness:** Makes effective and timely decision, even when data are limited or solutions produce unpleasant consequences and takes responsibility for own decisions.
- **Influencing & Negotiating:** Builds positive relationships throughout the immediate workgroup and with key members of other workgroups and expresses empathy and earns the trust of others.
- **Team Building:** Inspires and fosters team commitment, spirit, pride and trust actively contributing to the development of teamwork group goals and works toward the accomplishment of those goals, supporting team decisions and valuing the talent of others.
- **Technical Credibility:** Understands and appropriately applies principles, procedures, requirements, regulations and policies related to specialized expertise.
- **Professionalism:** Exhibits appropriate dress and demeanor of personal self and maintains a clean, neat and orderly work area.
- **Dependability:** Arrives to work and returns from lunch or break on time. Follows instructions and responds to directions in a respectful manner.
- **Reasoning Ability:** Ability to interpret and apply common sense understanding to carry out instructions furnished in written and oral form. Deal with complications involving several concrete variables in standardized situations.

SUPERVISORY RESPONSIBILITIES: None.

CERTIFICATES, LICENSES, REGISTRATIONS:

- Must possess a valid driver license
- Certification expected after hire: CompTIA A+ CE

PHYSICAL DEMANDS/WORK ENVIRONMENT: The physical demands & work environments described here are representative of those that must be met by an employee to successfully perform the essential functions of this job, but not necessarily inclusive of all activities.



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- Physical activities: stand, walk, sit, stoop, kneel, and use hands to finger, handle, or feel, reach with hands and arms, lift up to 15 pounds, talk and hear, visual acuity (i.e. seeing up close, seeing far away, depth perception), pushing, and repetitive motions.
- Ability to work in a climate controlled environment with a moderate noise level typical of normal business office with computers, printers and light foot traffic.

TERMS OF EMPLOYMENT:

- Hours: It is understood that regularly scheduled office hours will be kept by all personnel. Attendance is an essential function and requirement of employment.
- Work Schedule: will work a scheduled 40 hours work week, exclusive of lunch hours, but may be required to flex work hours or incur overtime.
- All employees may be assigned to any Bay County Tax Collector’s Office.

ADA: Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions in compliance with the Americans with Disabilities Act.

DISCLAIMER

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

All employees serve at the pleasure of the Bay County Tax Collector. The Tax Collector as an elected, Constitutional Officer retains the right to make personnel changes and decisions deemed necessary to carry out the duties of the office and serve the people of Bay County.

The content of this position description has undergone the appropriate reviews and it correctly represents the job and its requirements.

Director Signature:		Date:	
HR Signature:		Date:	
Tax Collector Signature:		Date:	

----- Receipt for Position Description -----

I _____, acknowledge that I have read and received a copy of my position description and fully understand the expectations described therein.

Employee Signature

Date