



GENESEE COUNTY
— M I C H I G A N —

IT SOLUTIONS TECHNICIAN

POSITION CLASS:

AFSCME 496.01

HIRING AUTHORITY:

IT

JOB SUMMARY:

Performs technical tasks that encompass the installation, administration, maintenance, documentation and optimization of technology devices and software for users and departments. Ensures the physical security, integrity, and safety of all technology solutions. Performs the installation, monitoring, maintenance, support, and optimization of all hardware, software, and communication links. Works under the supervision of the Chief Information Officer or designated staff member.

ESSENTIAL JOB DUTIES AND FUNCTIONS:

- Deploy and maintain end user computing devices and peripherals;
- Manage equipment including desktop, mobile devices, printers, conference room equipment and their associated operating systems and software.
- Assist in deploying and maintaining end user computing management systems for software deployment and patching.
- May assist in answering Help Desk line and interfaces with County IT consumers.
- Receive, review, research and resolve all assigned incidents and service requests.
- Ensure all incident and service request documentation is created, updated and complete.
- May assist to configure, document, deploy and maintain end user computing devices.
- and peripherals including the installation and support of department level application software.
- Supports security solutions and ensures security policy compliance for all supported systems.
- Responsible to create, document, test and maintain department specific installation packages and instructions for assigned department applications.
- Monitor the operation and performance of department specific equipment and applications including the investigation and resolution of issues.
- Ensure the thorough investigation and documentation of all issues that require escalation.

ESSENTIAL JOB DUTIES AND FUNCTIONS (continued):

- Provide documentation and training for department personnel, customers, vendors, management, and others as necessary.
- Communicate consistently and effectively with supervision and ensure awareness of status, problems and issues.

The above statement of Essential Job Duties and Functions is intended to be sufficient to identify the class and be illustrative of the many duties that may be assigned. It should not be interpreted to describe all the duties an employee assigned to this class may be required to perform.

ESSENTIAL KNOWLEDGE, SKILLS AND ABILITIES:

- Demonstrated ability to support conference room technologies including conference phones, video displays, projectors and related equipment.
- Knowledge of current IT standards and practice.
- Knowledge and experience in the installation, support and maintenance of the Windows 13 Operating System.
- Knowledge and experience in the installation, support and maintenance of the Microsoft Office 365 applications and tools.
- Knowledge and experience with IT Helpdesk Systems.
- Knowledge and configuration of Desktop Management solutions.
- Knowledge and configuration of IT Security best practices.
- Ability to conduct research across a wide range of computing issues.
- Ability to analyze design and architect appropriate technology solutions.
- Passion for continuous learning and professional improvement.
- Ability to work independently, collaboratively, and respectfully in a complex, multicultural work environment that values diversity, equity and inclusion.

MINIMUM QUALIFICATIONS (Must meet at least one each of A and B) :

A.

Bachelor's degree in the IT field

-OR-

Sixty (60) semester hours with at least twenty (20) semester hours in IT -AND-
One (1) year of experience in an IT role.

B.

Obtain Comptia A+ certification within six (6) months of employment.

-OR-

Obtain equivalent certification (as approved by the CIO) within six (6) months of employment.



SPECIAL REQUIREMENTS:

- Certifications and other job-related trainings will be required and will change from time to time as determined by the CIO.
- Must be available to respond 24/7 to address systems issues on an as needed basis when required.

PHYSICAL REQUIREMENTS:

- Must be able to perform Essential Job Duties and Functions with or without reasonable accommodations.

Human Resources Director

Established: November 2024

