



# ISABELLA COUNTY, MICHIGAN

<b>Position</b>	IT Technician / Help Desk	<b>FLSA Status</b>	Non-Exempt - Part Time
<b>Department</b>	Information Technology	<b>Pay Grade</b>	Starting Wage \$22.83/hr

## GENERAL SUMMARY

Under the direction of the IT Director, the Information Technology Technician is responsible for providing technical and network support to County users, maintaining County website and intranet sites, and performing a range of duties in support of the IT Director and County technology needs. This includes the installation and configuration of software and hardware, repair and maintenance of a variety of equipment, and assisting other County departments with their technology requirements as their technological needs grow. This is part time position, offering 20-29 hours per week with flexible scheduling.

## ESSENTIAL DUTIES & RESPONSIBILITIES

*The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Employees may be requested to perform job-related tasks other than those specifically presented in this description.*

- Provides comprehensive technical support to County employees, including troubleshooting desktops, printers, scanners, mobile devices, and a wide range of County applications, programs, and operating systems.
- Responds to user support tickets, assigning and following up as necessary to ensure timely resolution.
- Assists users with account access, including password resets and general account support.
- Installs, configures, and deploys workstations, computers, and mobile devices.
- Replaces basic hardware components and performs general equipment maintenance.
- Supports and maintains computers, printers, scanners, copiers, desk and cell phones, tablets, and other County-issued devices.
- Configures and deploys new computers and cell phones, including upgrades and transitions to new equipment.
- Performs routine hardware and software updates to ensure systems remain current and compliant.
- Maintains accurate equipment inventory records for reporting and auditing purposes.
- Documents repairs, resolutions, and technical procedures; updates the solutions database as needed.
- Assists in maintaining server backup processes for the AS/400, including tape rotation and drive cleaning.
- Sets up, monitors, and supports audio/visual and technology systems for Board of Commissioners (BOC) meetings.
- Assists with deployments and other tasks as delegated by the IT Director.
- Performs other duties as assigned.

## MINIMUM ENTRANCE QUALIFICATIONS

### Education and Experience

- High School diploma or GED.
- One to two years of experience with development and troubleshooting computers and peripherals.
- An equivalent combination of training, education, and experience that provides the required skills, knowledge, and abilities may be considered.

### Licenses or Certifications

- Require a valid driver's license

**PREFERRED QUALIFICATIONS**

- Associate/Bachelor’s degree in computer science or a related field
- Comp TIA A+ certification
- Comp TIA Network+ certification

**COMPETENCIES FOR SUCCESSFUL PERFORMANCE OF JOB DUTIES**

**Knowledge of:**

- Audio and Video technologies
- IP Schemes and networking
- Active Directory knowledge
- Computer and peripheral troubleshooting and repair.
- Various advanced computer functions.
- Modern office equipment, procedures, and software packages.
- Various County applications and programs.
- Hardware used by the County
- EDR applications for malware removal used by the County.
- Patch management systems
- Basic PowerShell functions
- iOS and Android operating systems.

**Skill in:**

- Troubleshooting.
- Organization and time management.
- Following written and verbal instruction.
- Providing user support.
- Writing documentation.
- Assembling, disassembling, and replacing hardware.
- Establishing and maintaining effective working relationships.
- Written and verbal communication.
- Research and analysis.

**WORK ENVIRONMENT/CONDITIONS**

*The work environment and exposures described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Work Environment	Seldom or Never	Sometimes or Occasionally	Frequently or Often
Office or similar indoor environment			X
Outdoor environment		X	
Street environment (near moving traffic)	X		
Construction site	X		
Clinical health care environment	X		
In the community (homes, businesses, etc.)	X		
Warehouse environment		X	
Shop environment		X	
Detention center or correctional facility		X	

Exposures	Seldom or Never	Sometimes or Occasionally	Frequently or Often
Individuals who are unpleasant or unhappy		X	
Individuals with known violent backgrounds		X	
Communicable diseases	X		
Bodily fluids (blood, urine, etc.)	X		
Infectious waste	X		
Extreme cold ( <i>below 32 degrees</i> )		X	
Extreme heat ( <i>above 100 degrees</i> )		X	
Moving mechanical parts			X
Risk of electrical shock		X	
Vibration	X		
Fumes or airborne particles		X	
Toxic or caustic chemicals, substances waste	X		
Loud noises ( <i>85+ decibels</i> )	X		

### PHYSICAL DEMANDS

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

The position involves *light physical demands*, such as exerting up to 50 lbs. of force occasionally, and/or up to 20 lbs. of force frequently, and/or a negligible amount of force constantly to move objects.

<b>Date created:</b>	12/02/2016
<b>Dates revised:</b>	01/19/2024, 06/10/2025, 03/24/2026