

**POSITION DESCRIPTION  
COUNTY OF LAPORTE, INDIANA**

**POSITION:** Systems Technician  
**DEPARTMENT:** Information Technology  
**WORK SCHEDULE:** 8:00 a.m. – 4:00 p.m., M-F  
**JOB CATEGORY:** PAT II (Professional, Administrative, Technological)

**DATE WRITTEN:** June 2006  
**DATE REVISED:** May 2015

**STATUS:** Full-time  
**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. The County of LaPorte 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 Systems Technician for the LaPorte County Information Technology Department, responsible for operating and monitoring the County computer systems.

**DUTIES:**

Maintain and administer computer networks and related computing environments including computer hardware, switches and routers, systems software, applications software, VOIP telephone equipment and all configurations.

Perform data back-ups and disaster recovery operations.

Diagnose, troubleshoot, and resolve hardware, software or other network and system problems, and replace defective components when necessary.

Plan, coordinate and implement network security measures to protect data, software and hardware.

Configure, monitor and maintain email applications and virus protection software.

Operate master consoles to monitor the performance of computer systems and networks, and to coordinate computer network access and use.

Load computer tapes and disks, printer toner and ink, and install software and printer paper or forms.

Design, configure and test computer hardware, networking software and operating system software.

Monitor network performance to determine whether adjustments need to be made, and to determine where changes will need to be made in future.

Confer with network users on existing system problems to determine problem resolution.

Research new technologies by attending seminars, reading trade articles or taking classes and implementing or recommending the implementation of new technologies.

Analyze equipment performance records to determine the need for repair or replacement.

Implement and provide technical support for voice services and equipment, such as private branch exchange, voice mail system and telecom system.

Maintain an inventory of parts for emergency repairs.

Recommend changes to improve systems and network configurations, and determine hardware or software requirements related to such changes.

Gather data pertaining to customer needs, and use the information to identify, predict, interpret and evaluate system and network requirements.

Train people in computer system use.

Coordinate with vendors and with company personnel to facilitate purchases.

Perform routine network startup and shutdown procedures and maintain control records.

Maintain logs related to network functions, as well as maintenance and repair records.

Answer telephone and greet office visitors, determine nature of call or visit, answer inquiries and provide assistance, take messages, or route to appropriate person or agency.

Respond to computer-related emergencies as situations demand.

Perform related duties as assigned.

## **I. JOB REQUIREMENTS:**

High school diploma or GED, with experience and/or training in computer operating systems, hardware/software, and networking.

Must be at least 18 years of age.

Knowledge of or ability to learn systems operating language commands, and the purpose and proper use of peripheral printing devices and long term storage devices, including both tape and disk drive systems.

Knowledge of the standard practices and procedures of data processing and entry, including ability to input and verify data and commands with speed and accuracy.

Ability to schedule computer utilization to maximize efficient use of computer time.

Ability to diagnose problems, correct errors, and train employees from other departments and agencies.

Ability to apply knowledge of people/locations, plan/layout assigned work projects, and read/interpret detailed prints, specifications, and maps.

Ability to properly operate standard office and IT-related equipment, including computers, printers, telephone, and screw drivers.

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 competently serve the public with diplomacy and respect, including occasional encounters with irate/hostile persons.

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

Ability to work alone with minimum supervision and with others in a team environment

Ability to work on several tasks at the same time and work rapidly for long periods, often under time pressure.

Ability to understand, memorize, retain, and carry out written or oral instructions and present findings in oral or written form.

Ability to occasionally work extended, evening, and/or weekend hours and regularly travel out of town, sometimes overnight, for training and to work at other County offices.

Ability to respond to computer-related emergencies as situations demand.

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

## **II. DIFFICULTY OF WORK:**

Incumbent performs duties which are broad in scope and call for the consideration of a variety of significant, complex variables and their interrelationships. Work often requires independent judgment in adaptation of standard procedures to fit unusual facts or conditions.

## **III. RESPONSIBILITY:**

Incumbent performs a variety of relatively standard duties according to the established practices and procedures of the department, using judgment and taking personal action in determination and implementation of the best methods to achieve efficient use of computer time to meet a variety of County computing needs. Errors in decision or accuracy of work may not be immediately detected by procedural safeguards or supervisory review and may lead to substantial loss of time to other departmental units and subsequent operations. Incumbent performs majority of tasks according to standard practices and procedures, with work reviewed both during critical phases and upon completion for accuracy and conformance with directions.

**IV. PERSONAL WORK RELATIONSHIPS:**

Incumbent maintains frequent contact with co-workers, other County departments, and members of the general public for a variety of purposes, including receiving daily assignments, scheduling needed computer runs, assisting users with information technology problems, and giving and receiving factual work related information.

Incumbent reports directly to the Director.

**V. PHYSICAL EFFORT AND WORK ENVIRONMENT:**

Incumbent performs majority of duties in a standard office environment, including sitting/walking at will, sitting/standing/walking for long periods, walking on uneven terrain, working in extreme temperatures, working near dust and dirt, working in confined areas, lifting/carrying objects weighing between 25 and 50 pounds, pushing/pulling objects, crouching/kneeling, bending, reaching, driving, close vision, color perception, hearing sounds/communication, and handling/grasping/fingering objects. Incumbent may be exposed to irate/hostile individuals.

Incumbent occasionally works extended, evening, and/or weekend hours and regularly travels out of town for training and to work at other County offices during the day and overnight. Incumbent responds to computer-related emergencies as situations demand.

**APPLICANT/EMPLOYEE ACKNOWLEDGMENT**

The job description for the position of Systems Technician for the LaPorte County Information Technology Department describes the duties and responsibilities for employment in this position. I acknowledge that I have received this job description, and understand that it is not a contract of employment. I am responsible for reading this job description and complying with all job duties, requirements, and responsibilities contained herein, and any subsequent revisions.

Is there anything that would keep you from meeting the job duties and requirements as outlined?  
Yes \_\_\_\_\_ No \_\_\_\_\_

\_\_\_\_\_  
Applicant/Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print or Type Name