

INFORMATION TECHNOLOGY ENGINEER II

NATURE AND VARIETY OF WORK

This is developmental level professional and technical engineering work. Under general supervision incumbent creates, implements, and maintains the county's enterprise technical infrastructure resources. Responsibilities include assisting in installing, configuring, monitoring, and maintaining network, telecommunications, or systems hardware and software; and implementing information security policies. The incumbent at this level has technical knowledge in their specialty area and is functional in applying that knowledge to county operations.

Work is performed under the general supervision of a designated supervisor. Work is evaluated in terms of technical adequacy, accuracy, and efficiency as evidenced by compliant and proper network, telecommunications, and systems functioning; and adherence to established timeframes.

EXAMPLES OF WORK (ILLUSTRATIVE ONLY)

Assists with installing, configuring, monitoring, and maintaining network and server hardware, software applications, and operating systems.

Assists with implementing network upgrades.

Assists with implementing security measures and monitoring in-place security solutions to regulate access to computer data files and prevent unauthorized modification, destruction, or disclosure of information.

Reviews security logs and reports of all in-place devices and reports findings.

Assists with applying telecommunications interface capabilities to data networks.

Assists with installing, configuring, and modifying telecommunications systems, equipment, facilities, and services.

Assists with implementing technical infrastructure policies and procedures.

Assists with the review and recommendation of technical infrastructure technologies and methodologies.

Resolves second tier end user support issues related to technical infrastructure, such as network access, Internet access, telecommunications, cellular network, servers, viruses, security, hardware, and software.

Willingly and cooperatively performs tasks and duties which may not be specifically listed in the class specification or position description, but which are within the general occupational category and responsibility level typically associated with the employee's class of work.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

Working knowledge of requested specialty area including, but not limited to network and information security, telecommunications, networks, servers, hardware, connectivity, and software applications.

Working knowledge of standard computer operating systems.

Ability to analyze hardware issues and determine possible solutions.

Ability to apply fundamental logic while analyzing issues and present logical solutions.

Ability to document and maintain accurate records.

Ability to read and understand technical manuals and information; and, apply knowledge gained to the work environment.

Ability to communicate effectively, both orally and in writing, with internal and external customers.

Ability to establish and maintain effective working relationships with other technical staff, vendors, and customers.

Ability to work independently and as a member of a team.

Ability to provide excellence in customer service.

MINIMUM QUALIFICATIONS

Bachelor's degree in computer science, information technology, mathematics, business or public administration, or a closely related field, plus at least one (1) year professional experience in an information technology engineering field; or an equivalent combination of education, training, and experience.

CONDITION OF EMPLOYMENT

Must be willing to respond to service calls after normal business hours, when required.

Must have a valid driver's license.