

## Oconto County - Job Description

**Job Title:** Client Tech I  
**Position #:** 10701  
**Department:** Technology Services  
**Reports To:** Technology Services Director  
**FLSA Status:** Nonexempt  
**Pay Classification:** Grade G  
**Work Comp Code:** 8810  
**EEO Code:** 01-06  
**Approved Date:** 08/05/2014

### SUMMARY

Entry-level technical support and customer service work assisting in the general support of the County's client technology devices. This includes installing, diagnosing, repairing, maintaining, and upgrading client devices, as well as providing end-user training and assistance where required.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following, but are not limited to:

Installs, troubleshoots, configures, and delivers components of client devices including PC's, printers, mobile devices, etc.

Responsible for county remote computer and associated peripheral devices.

Administers county anti-virus software and help desk/inventory/patching software and schedules.

Assists in support of county imaging systems.

Primary support for all county printer hardware and troubleshooting.

Provides help desk support.

Assists Senior Client Tech in technology assessment pertaining to client technology devices.

Assists other TS staff as directed to meet Oconto County goals.

Completes documentation necessary for administrative functions to include project management, problem logs, equipment transaction forms and other required documentation.

Maintain up-to-date knowledge of PC operating systems and application software released or supplied by various manufacturers.

Assists in the development of procedure recommendations and standards.

Assists in systems development by investigating and completing assigned project-service requests; formulating work plans; developing user documentation; and training users.

Performs maintenance and repair on client devices (hardware and/or software) to include: problem determination and resolution, coordination of service calls and liaison with customers and vendors.

Ability to work independently with little or no direct supervision on a day to day basis.

Completes other TS Department operations tasks as assigned

Performs other related functions as assigned.

### **SUPERVISION RECEIVED**

Is supervised directly to the TS Director. Employee works independently but in a team environment. Plans and arranges his/her own work schedule based on priority and direction from TS Director. Refers questions or concerns to the T.S. Director or co-workers if necessary.

### **SUPERVISORY RESPONSIBILITIES**

This job has no supervisory responsibilities.

### **QUALIFICATIONS**

Working towards or having an Associate's Degree in microcomputers, computer science, networking or other related field. Knowledge of and experience in supporting client devices. Alternatively, any equivalent combination of education, training and experience which provides the necessary knowledge, skills and abilities will be considered.

### **LANGUAGE SKILLS**

Knowledge of data communications technology.

Knowledge of client devices, peripherals, device configurations, and associated hardware and software.

Ability to work well with departmental personnel and users.

Ability to work independently or as a member of a project team.

Ability to coordinate multiple problems and projects.

Ability to establish and maintain effective working relationships with staff and users.

Ability to communicate effectively both orally and in writing.

Ability to work the required hours of the position.

Ability to clearly and thoroughly communicate verbally with users.

### **MATHEMATICAL SKILLS**

Intermediate math skills are required. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

### **REASONING ABILITY**

Ability to define problems collects data, establish facts, and draw valid conclusions. Ability to establish effective working relationships with the department co-workers, other county employees, management and the public.

### **CONFIDENTIALITY**

Has access to all county data (including PHI confidential data) which resides on computer systems and may view data that is confidential, protected health information and personal in nature when troubleshooting, restoring files, and setting up users or setting up computer systems.

Works with confidential data and passwords which allow access to user data and to the County's network. Confidential data includes but is not limited to Health & Human Services and Law Enforcement data.

### **CERTIFICATES, LICENSES, REGISTRATIONS**

Valid driver's license. Technology applicable certifications and seminars are a plus.

### **MATERIALS AND EQUIPMENT USED**

General office equipment, computer, keyboard, printer, calculator, photocopier, line tester.

### **PHYSICAL DEMANDS**

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to use hands to finger, handle, or feel and reach with hands and arms. The employee is occasionally required to stand; walk; sit; climb or balance; and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds, and occasionally lift and/or move up to 50 pounds, such as computers, monitors and printers. Specific vision abilities required by this job include close vision, distance vision, color vision, and ability to adjust focus.

### **WORK ENVIRONMENT**

Normal office working conditions with frequent exposure to cool temperatures, risk of electrical shock, and noise in the Data Center. Also, occasional dusty conditions when performing physical work by relocating and setting up computers and printers for various departments. The employee occasionally works in areas with security measures in place. The noise level in the work environment is usually low to moderate.

### **DISCLAIMER**

The above statements are intended to describe the general nature of the job. They are not intended to be an exhaustive list of specific responsibilities, duties and skills required by personnel so classified.

*Oconto County is an Equal Opportunity and Affirmative Action Employer. In compliance with the American with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.*