



Josephine County, Oregon

Human Resources Office

Josephine County Courthouse
500 NW 6th Street Dept 11 / Grants Pass OR 97526
(541) 474-5217 / FAX (541) 474-5218 / TTY (800) 735-2900

POSITION DESCRIPTION

Job Title: System Support Specialist
Department: Information Technology
FLSA Status: Non-Exempt
Job Code: 3351
WC Code: 8810
Effective Date: October 27, 2006
Last Revised: July 1, 2020
Pay Grade: A16
Union: AFSCME

SUMMARY

The System Support Specialist is responsible for maintaining information systems in support of core organizational functions, including installation, modification and/or repair of hardware and software systems. Communicates on a regular basis with County departments regarding systems upgrades, problem resolution, and ease of use issues. The position requires independent judgment, analytical and problem-solving skills, and the ability to identify, communicate, and resolve systems issues in order to maximize the effectiveness of Information Technology systems. Work is performed under the direction of the Information Technology Program Director who reviews work primarily on the basis of results attained and direct feedback from user departments.

ESSENTIAL DUTIES AND RESPONSIBILITIES

(Illustrative Only. Any single position in the classification will not necessarily involve all of the listed duties below and other positions will involve duties which are not listed. These duties represent the essential functions needed of persons in this classification.)

1. Performs routine and emergency maintenance and repair on computers, peripherals and network equipment to provide stable computer systems to end users.
2. Develops internal documentation.
3. Continually keeps up with current trends in the information technology field.
4. Assembles, configures and deploys computers, accessories and/or network equipment.
5. Maintains VOIP System end points and software and assists in cell phone use and applications.
6. Maintains end user accounts, permissions, and access rights.
7. Assists with the maintenance of County website by monitoring, updating, and resolving operating issues.
8. Loads, troubleshoots, tests, and updates software packages; i.e., operating systems, commercial applications, word processing and spreadsheet programs.

9. Assists and/or trains individuals or groups of users in the use of software applications. Develops user instruction manuals as applicable.
10. Prepares non-functioning or decommissioned equipment for disposal.
11. Adheres to confidentiality provisions/regulations including but not limited to SB583 Oregon Identity Theft Protection Act, HIPAA (Health Insurance Portability and Accountability Act), PCI DSS (Payment Card Industry Data Security Standard), GLBA (Gramm-Leach-Bliley Act) and SOX (Sarbanes-Oxley Act).

SUPERVISORY RESPONSIBILITIES

This position has no supervisory responsibilities.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill and/or ability required. The position requires a working knowledge of computer/network operating systems and applications, and related peripheral equipment. The ability to establish and maintain harmonious and cooperative relations with other County workers and the public is required.

EDUCATION AND EXPERIENCE

Two (2) years of progressively responsible network, computer operations and applications, and programming and systems experience; or any satisfactory combination of experience and training which demonstrates the knowledge, skills and ability to perform the above described duties.

JOB IMPACT

Problems encountered generally revolve around programming and/or network system errors that would impact the services provided by the user department(s). This would include such areas as emergency services, health, corrections, payroll, budget, assessment/taxation and investments which could impact the County in the area of financial loss, additional work time and embarrassment.

JOB CONTACTS

This position requires frequent contacts with other County departments to collaborate in the intergrading computer applications and/or systems. This position occasionally works with state and federal regulatory agencies to ensure that we are in compliance with their rules and regulations and/or to provide requested data.

LANGUAGE SKILLS

Ability to communicate effectively in English, both verbally and in writing, to successfully convey technical information to users and to establish and maintain effective working relationships with other employees and County departments.

MATHEMATICAL SKILLS

Ability to apply concepts such as fractions, percentages, ratios and proportions to practical situations.

REASONING ABILITIES

Ability to effectively analyze, schedule and execute tasks to resolve computer and/or user errors. This position is impacted by urgent time deadlines (various reporting and filing requirements), repetitiveness, need for extreme accuracy, attention to detail and the need to shift attention before tasks are completed (balancing user demands, telephone interruptions).

OTHER SKILLS AND ABILITIES

None

CERTIFICATES, LICENSES, REGISTRATIONS

Possession of, or ability to obtain, a valid Oregon State Drivers' License.

BACKGROUND INVESTIGATION

Those employed in this position may be subject to pre-employment drug testing/physical examination and a background investigation, including criminal background investigation. Conviction of a crime will not necessarily disqualify an individual for this classification. Must pass and maintain Criminal Justice Information Systems (CJIS) security clearance.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Work is performed in an office setting. Employees are required to perform considerable work on computer terminals and are occasionally required to lift/carry boxes of paper and/or computer equipment. The noise level in the work environment is usually moderate. The position is on a rotating on-call list for response to infrequent computer/network malfunctions. The position is often impacted by deadlines, extreme accuracy requirements and changes in priorities of multiple tasks.

PHYSICAL REQUIREMENTS

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.

PHYSICAL REQUIREMENTS

Check if required for essential job function	Activity	Never 0%	Occasionally 1-33%	Frequently 34-66%	Continuous 67-100%
<input checked="" type="checkbox"/>	Standing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Sitting - 1/2 hour plus	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Moving about Work Area	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Bending Forward	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Stoop Position - 1 minute plus	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Climbing Stairs - 1 floor	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Crawling on Hands & Knees	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Reaching Overhead	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Lifting Strength	# of pounds = 40 lbs.			
<input checked="" type="checkbox"/>	Lifting	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Patient Lifting	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Lifting Overhead	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Moving Carts, etc.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Carry Items	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Dexterity/Coordination	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Keyboard Operation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	Rapid Mental/Hand/Eye Coord.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Operation of Motor Vehicle	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speech, Vision & Hearing					
<input checked="" type="checkbox"/>	Distinguish Colors	Yes: <input checked="" type="checkbox"/> No: <input type="checkbox"/>			
<input checked="" type="checkbox"/>	Distinguish Shades	Yes: <input checked="" type="checkbox"/> No: <input type="checkbox"/>			
<input checked="" type="checkbox"/>	Depth Perception	Describe:			
<input checked="" type="checkbox"/>	Ability to Hear	Normal Speech Level: Yes			
<input type="checkbox"/>	Other Spec. Hearing Required	Describe:			
Exposure - Environmental Factors					
<input checked="" type="checkbox"/>	Heat	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Cold	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Humidity	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Wet Area/Slippery	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Noise	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Dust	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Smoke	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Vibration	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Chemical Solutions	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Uneven Area	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Ladder/Scaffold	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Ionization	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Radiation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Body Fluids	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>