

1 IT Specialist Position

- Hours per year (35 x 52) = 1820
- Hourly rate = \$24
- Yearly rate = \$43,680
- Overtime exempt
- Eligible for 1:1 compensatory time

1.1 Job Summary

The IT Specialist supports the technology infrastructure of county government operations, ensuring secure, efficient, and reliable systems across departments such as public safety, health services, finance, and administration. This role involves maintaining hardware and software, supporting users, and ensuring compliance with government regulations and cybersecurity standards.

This position is within the Information Technology Office located in Ashland Ohio and reports to the IT Manager.

1.2 Key Responsibilities

- Maintain and support county IT systems including servers, workstations, and mobile devices.
- Evaluate connectivity issues, equipment, and software.
- Modify configurations, utilities, software, etc. As needed for all systems.
- Set up equipment for new hardware, software, and vendors.
- Install, test, and monitor servers, firewalls, and new software.
- Keeps all systems up to date through systems updates and upgrades.
- Troubleshooting for all system and servers.
- Provide technical support either by phone, remote access or site visits as needed.
- Assist with the design, implementation, and ongoing support of new software and features.
- Assist with servers, LAN/WAN technologies, computer repair, troubleshooting software, networks, virus protections, WIFI Technologies, and more.
- Administer network infrastructure across county offices and remote facilities.
- Manage the telephone systems serving county offices, including adds, moves, and changes.
- Provide technical support to county staff, including elected officials and public service departments.
- Manage user accounts, email systems, and access permissions in accordance with county policies.
- Ensure data security and compliance with federal, state, and local regulations.
- Oversee backup systems and disaster recovery protocols for critical county data.
- Support specialized government software.

- Coordinate with vendors for procurement, licensing, and support of IT products and services.
- Document IT procedures, incident reports, and asset inventories.
- Assist in planning and implementing technology upgrades and digital transformation initiatives.
- Installation and termination of network cabling, rack and wall mount equipment.
- Other duties as assigned.

1.3 Required Qualifications

- Associate or Bachelor's degree in Information Technology, Computer Science, or related field.
– OR –
- 2+ years of experience as a network technician, computer technician, IT Technician or equivalent.
- Ability to learn on the job.
- Familiarity with Microsoft and Linux Servers and Microsoft Active Directory.
- Required to submit a state and federal background check and be free of felony convictions.
- Must maintain a clean record throughout employment.
- Must maintain confidentiality for all sensitive activity and stored data.
- Must maintain a valid driver's license and comply with all county driving policies as travel to various locations while on duty is required.
- Must demonstrate regular and predictable attendance, including presence during inclement weather.
- Strong troubleshooting skills and ability to work independently or in cross-functional teams.
- Ability to occasionally work evenings and weekends, as needed, and be available for after hours for system issues that interrupt normal operations. Aid on-call supervisors for issues beyond their scope and ability.

1.4 Physical Requirements

- Sitting for an extended period, typing, filing, listening, seeing, communicating, and walking.
- Ability to physically stand, bend, squat, lift equipment, and perform tasks on ladders or rooftops.