

Job Description



Johnson County Government

Department of Human Resources

Job Title: Technical Support Analyst I **Job Code:** 901120 **Job Family:** Information Technology

Pay Grade: JC.14.14 **FLSA:** Non-Exempt **EEO:** Technician

Department/Agency: Countywide **Position Number(s):** Multiple

Recommended Position Title(s): Helpdesk Technician, Technical Support Assistant

The following Core Competencies apply to everyone and are essential to all County jobs:

- Accountability – Follows-up on and meets commitments, takes ownership for work, and possesses a strong ability to stay focused on individual, department, and County results.
- Communication – Clearly and effectively expresses ideas and thoughts (verbally and in writing); listens actively.
- Customer Focus & Public Relations – Builds positive internal and external customer relationships; is committed to customer satisfaction; assumes responsibility for solving customer problems and ensures commitments to customers are met.
- Initiative – Independently acts to resolve problems and provide solutions; seeks out new responsibilities; generates new ideas; practices self-development.
- Safety – Understands and supports safety standards as required by the job; keeps the workplace clean and safe.
- Teamwork– Encourages and facilitates cooperation, pride, and trust among the team; fosters commitment and team spirit; works cooperatively with others to achieve overall goals.

The following Leadership Competencies apply to supervisors, managers, and executives based on designated responsibilities:

- People Management – Clearly defines subordinate roles and responsibilities; motivates employees to perform and delegates work effectively; applies consistent performance standards and handles performance problems decisively and objectively; leads by example.
- Operations Management – Directs and guides operations in alignment with the County's and department's overall goals and objectives; ensures the execution of efficient processes to maximize the County's and department's resources; utilizes operational knowledge to make sound decisions.
- Strategic Leadership – Determines the strategic direction of the team or department in alignment with overall county goals; effectively communicates strategies internally and externally; creates a culture to support strategies and provides mechanisms to implement them; fosters buy-in and enthusiasm with employees.

Essential Duties:

- Responds to basic user inquiries and prioritizes requests; assists with the installation of software, hardware and peripheral equipment.
- Directs issues to the appropriate personnel for service, repair, and training; maintains record of daily data communication transactions, problems, and actions taken or installation activities; provides follow-up contact to users reporting technology related problems and issues to ensure customer satisfaction.
- Conducts preventive maintenance, troubleshoots, and resolves problems; performs minor repairs to hardware, software, or peripheral equipment according to specifications.
- Assists with computing technology projects, including testing and troubleshooting.
- Orders computer supplies and equipment as directed; assists with the removal or disposal of old supplies and equipment.

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Supervisory Responsibilities:

- Yes No This position is also responsible for the supervision and leadership of employees, which includes making employment-related decisions and/or recommendations, and formally evaluating performance.

Duties and responsibilities, as required by business necessity may be added, deleted or changed at any time at the discretion of management, formally or informally, either verbally or in writing. Scheduling and shift assignments and work location may be changed at any time, as required by business necessity.

Minimum Job Requirements:

High school diploma or equivalent and one year of information technology experience are required. May require KS/MO driver's license, depending on department or agency.

Johnson County Government requires reference/background screening for all positions. Specified criteria may vary by Department/Agency.

Preferred Job Requirements:

Associate's degree in Information Technology or related field is preferred.

Education/Experience Substitutions:

- Yes No Experience may be substituted for degree.
 Yes No Education may be substituted for experience.

Physical, Environmental, and Special Working Conditions:

All County employees may be called upon to assist other departments in a declared emergency situation.