

Job Description



Johnson County Government

Department of Human Resources

Job Title: Technical Support Analyst III **Job Code:** 901122

Job Family: Information Technology

Pay Grade: JC.16.16

FLSA: Non-Exempt

EEO: Technician

Department/Agency: Countywide

Position Number(s): Multiple

Recommended Position Title(s): Technology Support Analyst III, Senior Technical Support Analyst

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:

- Performs advanced desktop troubleshooting, researches, and analyses of assigned non-routine highly technical desktop issues; provides technical assistance to other desktop technicians in their efforts to resolve hardware, software, and applications problems.
- Installs new software & hardware systems; performs testing prior to distributing to end user and ensure application compatibility with current system configurations.
- Checks server backups for successful completion; reviews and updates all network systems for latest patches and firmware updates.
- Monitors network and servers for immediate problems and resolves routine issues; monitors LAN performance; recommends and implements approved corrective action; maintains accurate and current documentation of LAN.
- Assists with establishing system specifications by conferring with users; analyzes workflow, access, information and security requirements; contributes to the creation of user-friendly systems, processes, procedures and documentation.

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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:

Associate's degree in Information Technology or related field and three years 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:

Bachelor'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.