

BLAINE COUNTY

206 S 1st Ave, Suite 300, Hailey, Idaho 83333

Job Description

Job Title:	Information Technology Analyst I/II/III
Department:	Information Technology
Reports To:	Enterprise Architect / Security Network Engineer
FLSA Status:	Full-Time (40 hrs/wk)/Non-Exempt
Pay Grade:	8/9/10 (See Education & Work Experience)

Information Technology Mission Statement:

Provide cost-effective, scalable and customer-centric technology solutions that support efficient and effective public services.

General Statement of Duties:

Works within assigned areas of Blaine County Information Technology to ensure staff and external partners have a fully operational information technology infrastructure.

Primary Job Responsibilities:

- Provide outstanding customer service to all customers, at all times.
- Build and maintain respectful, positive working relationships with staff, supervisors, outside agencies and the public using principles of good customer service.
- Work effectively with vendors, technicians and stakeholders to complete assigned duties.
- Research and recommend technology solutions that align with fiscal year priorities.
- Implement and support:
 - Layer 1 and 2 networking, mobile and wireless network infrastructure
 - Data backup management and retention solutions – Veeam, Data Domains
 - Directory and domain services
 - Client/server update infrastructure
 - Anti-virus and anti-SPAM solutions
 - Physical access control systems – Doors and PLCs
 - Audio/video equipment
 - County owned smart phones and voice/data plans
 - Other application servers as assigned
- Install and support client applications including, but not limited to, Microsoft Office, imaging, financial, permitting, and recording.
- Deploy, manage and support client desktops, laptops and tablets.
- Install and support networked and standalone copiers, scanners and faxes.
- Develop and lead user training programs related to assigned systems.

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- Maintain accurate, up to date documentation of assigned systems.
- Identify knowledge gaps related to assigned systems and complete training to eliminate.
- Other duties as assigned.

Job Specifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job responsibilities.

Education and Work Experience:

IT Analyst I-

- Associate's Degree with major course work in computer science or a closely related field, from an accredited institution of higher learning or equivalent "on the job" IT experience preferred.
- One (1) to three (3) years of experience working within computer science, data processing, computer information systems, data communications, networking, systems analysis or computer programming.
- Additional training and certifications in Microsoft Office suite, Windows/Linux operating systems, virtualization or other technologies a plus.

IT Analyst II-

- Bachelor's Degree with major course work in computer science or a closely related field, from an accredited institution of higher learning or equivalent "on the job" IT experience preferred.
- Three (3) to five (5) years of experience working within computer science, data processing, computer information systems, data communications, networking, systems analysis or computer programming.
- Additional training and certifications in Microsoft Office suite, Windows/Linux operating systems, virtualization or other technologies a plus.

IT Analyst III-

- Bachelor's Degree with major course work in computer science or a closely related field, from an accredited institution of higher learning or equivalent "on the job" IT experience preferred.
- Five(5) to seven (7) or more years of experience working within computer science, data processing, computer information systems, data communications, networking, systems analysis or computer programming.

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- Additional training and certifications in Microsoft Office suite, Windows/Linux operating systems, virtualization or other technologies a plus.

Language Skills:

- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations; write reports, business correspondence, effectively present information and respond to questions from groups of managers, citizens, and the general public.
- Ability to address groups or general public in meetings.

Mathematical Skills:

Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry; apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

Reasoning Ability:

- Ability to solve practical problems and deal with a variety of situational variables in situations where-only limited standardization exists.
- Interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Other Knowledge, Skills, and Abilities:

- Ability to prioritize multiple tasks.
- Ability to work independently with little supervision or as part of a team.
- Must be able to work in a fast pace environment with multiple interruptions.
- Perform essential duties with efficiency and accuracy.
- Must be able to pass a criminal history background check.
- Must possess a valid Idaho Driver's License.

Essential Physical Abilities:

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. While performing the duties of this job, the employee is regularly required to stand, walk, sit, and drive; use hands to finger, handle, or feel; reach with hands and arms; talk and hear. The employee frequently is required to climb, balance and stoop, kneel, crouch, or crawl and must frequently lift and/or carry up to 40 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

Working Environment

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Work is performed in an office environment where the physical demands require sitting for extended periods of time; frequent use of computers and standard office equipment; some travel will be required; may work under stress of deadlines.

Equal Opportunity Employer:

Blaine County is an Equal Opportunity Employer (EOE). Qualified applicants are considered for employment without regard to age, race, color, religion, sex, national origin, sexual orientation, disability, or veteran status.

This job description indicates, in general, the nature and levels of work, knowledge, skills, abilities and other essential functions (as covered under the Americans with Disabilities Act) expected of the incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required. Employee may be asked to perform other duties as required.

I have read and understand the contents of this Job Description, and I have received a copy of this Job Description for my records.

Employee Signature

Date