

Job Description



Johnson County Government

Department of Human Resources

Job Title: Technical Support Analyst II **Job Code:** 901121

Job Family: Information Technology

Pay Grade: JC.15.15

FLSA: Non-Exempt

EEO: Technician

Department/Agency: Countywide

Position Number(s): Multiple

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

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:

- Provides support and resolution for users with hardware, software and applications problems; resolves user-reported problems as expertise permits using available tools and following procedures and policies.
- 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.
- Installs, configures, tests and operates a desktop and other peripheral equipment; ensures proper installation of cables, desktop operating systems, and/or appropriate software.
- Instructs users in the use of desktop equipment and software; identifies and communicates training needs.
- Contributes to the creation of support processes, procedures, and documentation; assists with the development of desktop hardware and software standards; assists in the coordination of routine projects, including designing and setting up the environment to test a proof of concept and writing test scripts.
- Orders technology 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 two 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:

No preferred job requirements.

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.