

POSITION VACANCY

APPLICATIONS WILL BE ACCEPTED IN-HOUSE BEGINNING FEBRUARY 7, 2012 THROUGH FEBRUARY 13, 2012 AND WILL BE ACCEPTED FROM THE GENERAL PUBLIC STARTING FEBRUARY 14, 2012 THROUGH FEBRUARY 22, 2012 OR UNTIL THE POSITION IS FILLED.

JOB TITLE: PBX Administrator and Network Technician

Date Posted: February 7, 2012
Department: Information Systems
Hours: 40 Full-time
Annual Salary: \$29,973.00

To perform this position successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed in this document are representative of the knowledge, skill, and/or ability required. Wayne County provides reasonable accommodation to qualified employees and applicants with known disabilities who require accommodation to complete the application process or perform essential functions of the job, unless the accommodation would cause an undue hardship.

Incumbent serves as PBX & Network Technician for the Information Systems Department, responsible for maintaining County telephone and computer systems, and providing training and user support for PBX and telecommunications equipment.

DUTIES

Manages and maintains County computer, PBX, and voice mail systems, including performing checks to identify hardware and software problems, analyzing system performance for accuracy and reliability, making necessary repairs, and installing, adding, and/or changing PBX or voice mail systems as appropriate.

Assists County personnel with telephone, voice mail, and computer-related problems, instructing users on effective system utilization.

Assists Secretary in maintaining help desk, preparing and assigning work orders as needed.

Performs duties of Network Administrator in his/her absence.

Responds to emergencies on a 24-hour basis.

Performs related duties as assigned.

I. JOB REQUIREMENTS:

High school diploma or GED with minimum of three (3) years related experience.

A+ certified Computer Technician and experience in computer networking and hardware repair preferred.

Working knowledge of standard office practices and extensive computer skills, and the ability to apply such knowledge to a variety of interrelated processes, tasks, and operations.

Working knowledge of County's computer, telephone, and networking systems, and ability to apply such knowledge to specific operations and procedures of County departments.

Working knowledge of continuing advancements in computer systems and ability to evaluate hardware and software for specific County applications.

Working knowledge of standard English grammar, spelling and punctuation, and ability to prepare written reports as required.

Ability to properly operate a variety of standard office equipment, including computer, telephone, Private Branch Extension (PBX), voice mail system, calculator, fax machine, and copier.

Ability to effectively communicate orally and in writing with co-workers, other County and Township departments, emergency agencies, vendors, and the public, including being sensitive to professional ethics, gender, cultural diversities and disabilities.

Ability to provide public access to or maintain confidentiality of department information and records according to state requirements.

Ability to comply with all employer and department policies and work rules, including but not limited to, attendance, safety, drug-free workplace, and personal conduct.

Ability to compare or observe similarities and differences between data, people, or things.

Ability to compile, analyze and evaluate data, make determinations, and present findings in oral or written form.

Ability to file, post, mail materials, copy data from one document to another, and maintain organized files.

Ability to advise and assist computer operators with basic tasks.

Ability to understand, memorize, retain and follow oral or written instructions.

Ability to work alone with minimum supervision and with others in a team environment.

Ability to work on several tasks at the same time and plan and layout work projects.

Ability to count, make simple arithmetic additions/subtractions.

Ability to apply knowledge of people and locations.

Ability to occasionally work evening and/or weekend hours, and occasionally travel out of town to provide technical support to outlying Assessor offices, but not overnight.

Ability to respond to emergencies on a 24-hour basis.

Possession of a valid driver's license and demonstrated safe driving record.

II. DIFFICULTY OF WORK:

Incumbent operates with general instructions and guidelines and selects the most appropriate ones to complete assigned tasks. Majority of tasks are well-defined and recur on a regular basis.

III. RESPONSIBILITY:

Incumbent performs a variety of standard and recurring duties with priorities determined by supervisor and service needs of County offices. Assignments are guided by definite objectives using a variety of methods or procedures and incumbent refers to supervisor for unusual matters, such as policy interpretations. On rare occasions, decisions are made in the absence of specific policies and procedures, and/or guidance from

supervisor. Errors in work are primarily detected or prevented through prior instructions from supervisor, procedural safeguards, and/or notification from other departments/agencies. Undetected errors could result in loss of time to correct error and/or work delays in other departments/agencies.

IV. PERSONAL WORK RELATIONSHIPS:

Incumbent maintains frequent contact with co-workers, other County and township departments, emergency agencies, vendors, and the public for purposes of rendering service and instructing others.

Incumbent reports directly to Information Systems Director.

V. PHYSICAL EFFORT AND WORK ENVIRONMENT:

Incumbent performs a majority of duties in a standard office environment, involving sitting/walking at will, standing/walking for long periods, lifting/carrying objects weighing up to 25 to 50 pounds, pushing/pulling objects, bending/crouching/kneeling, keyboarding, color and depth perception, handling/grasping/fingering objects, hearing sounds/communication and speaking clearly. Incumbent may work in high places and confined areas such as under desks. Incumbent occasionally works evening and/or weekend hours and travels out of town to various work sites, but not overnight. Incumbent responds to emergencies on a 24-hour basis.

**APPLY : Wayne County Human Resources,
401 East Main Street,
Richmond, IN 47374**

ON-LINE: <http://www.co.wayne.in.us>

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