Information Technology Coordinator

Summary

Under general supervision, is responsible for supporting Wise County Information Technology team, ensuring successful delivery of IT services as defined in the duties and responsibilities. This position will represent the County in a professional and effective manner and establish and maintain effective working relationships with co-workers, County employees, Elected/Appointed Officials, outside organizations and agencies, vendors and the general public.

Duties and Responsibilities

- Responsible for installing, configuring, and maintaining operating system workstations and servers, including web servers, in support of business processing requirements
- Performs software installations and upgrades to operating systems and layered software packages
- Schedules installations and upgrades and maintains them in accordance with established policies and procedures
- Perform daily system monitoring, verifying the integrity and availability of all hardware, server resources, systems and key processes
- Ensures workstation/server data integrity by evaluating, implementing, and managing appropriate software and hardware solutions
- Ensures data/media recoverability by implementing a schedule of system backups and database archive operations
- Writes or modifies basic scripts to resolve performance problems and automate systems administration tasks
- Administer enterprise backup solution(s)
- Maintains file systems and disks as well as co-ordinate disk space planning and management
- Develops and promotes standard operating procedures
- Conducts routine hardware and software audits of workstations and servers to ensure compliance with established standards, policies, and configuration guidelines
- Develops and maintains a comprehensive operating system hardware and software configuration database/library of all supporting documentation
- Performs other related technology duties and projects as assigned
- Install, maintain, configure, and monitor various custom or third-party software applications used within county departments, including but not limited to court systems, public works systems, VA system, etc.

Minimum Qualifications

- Graduation from an accredited college or university with a relevant degree, 3-5 years of experience, or an equivalent combination of education and experience
- Expert knowledge of Microsoft Products; Strong skills with TCP/IP, DNS, DCHP, WINS, Active Directory, Group Policy; knowledge of Exchange 2010/2013+ management; skill with MS Server 2008/2010/2012+; strong skills with scripting and automation; knowledge of web site design; knowledge of Microsoft Access
- Ability to effectively communicate complex ideas in a clear and concise manner across functional and technical departments, both verbally and in writing; ability to establish and maintain effective working relationships with co-workers, stakeholders, County employees, Elected/Appointed Officials, outside organizations and agencies, vendors and the general public
- Must secure and maintain a favorable background investigation and clearance
- Must clear a pre-employment physical and a pre-employment drug screen test
- May be required to work more than 40 hours during the workweek
- May be required to work weekends
- This position may need to satisfy the requirement of completing and passing an assessment during the employment process

Preferred Certification/License:

- CompTIA Server+, CompTIA A+, MCSE, CCENT or other equivalent certifications

Working Environment and Physical Demands:

- Constantly working in indoor conditions
- Frequently moves items weighing up to 10-15 pounds
- Occasionally moves objects weighing up to 50 pounds
- Occasionally moves about the office
- Frequently communicates with others; must be able to exchange accurate information
- Constantly operates a computer and other office productivity machinery
- Positions self to perform essential functions
- Must be able to remain in a stationary position