

## Worcester County Job Opportunities

**DEPARTMENT:** DEPARTMENT OF INFORMATION TECHNOLOGY  
**JOB TITLE:** INFORMATION TECHNOLOGY ANALYST/TECHNICIAN  
**COMPENSATION:** GRADE 19/STEP 1- \$45,864 ANNUALLY/\$22.05 HOURLY  
GRADE 19/STEP 5- \$50,648 ANNUALLY/\$24.35 HOURLY –WITH EXPERIENCE  
**APPLICATION PERIOD:** UNTIL FILLED

**JOB SUMMARY:** This individual shall play a vital role in the development and upkeep of the county's websites and overall online presence. This individual will also assist with installation, troubleshooting, and repairing computer hardware and software components within the county owned facilities. In addition, this individual will assist other Information Technology staff as assigned and report directly to the Director of I.T.

### **GENERAL REQUIREMENTS:**

- Pre-employment background check (including fingerprinting) & motor vehicle history.
- Pre-employment and random drug and alcohol testing.

### **ESSENTIAL JOB DUTIES AND RESPONSIBILITIES:**

- Respond to telephone calls, emails and personnel requests for technical support.
- Works to resolve Help Desk tickets submitted by users in a reasonable timeframe.
- Identify, research, and resolve technical problems.
- Test and implement various desktop installation configurations to maximize uptime and to identify and resolve software/hardware conflicts.
- Maintain county specific websites, applications, and databases.
- Assisting in the creation and maintenance of applications that will interface with SQL.
- Configure, install, upgrade and repair computer systems hardware, software, and peripherals.
- Rely on instructions and pre-established guidelines in county IT Policy to perform the functions of the job.
- Maintain current knowledge of hardware, software and network technology.
- Instruct users on new or upgraded applications and hardware.
- Must maintain confidentiality of all data.
- Must comply with all safety programs, policies and practices, and work safely.
- Adhere to the Worcester County Government Personnel Rules & Regulations; and work in a pleasant and harmonious manner with co-workers and the public.
- Comply with records retention program.
- Perform other related duties as required.

### **QUALIFICATIONS AND SKILLS:**

- Highly motivated individual required, team player who can adapt to changes in end user requirements.
- Experience in the above areas to perform sufficiently in the duties described above.
- Must be able to prioritize work and manage multiple competing demands.
- Ability to perform duties independently and willingness to work as part of a team.
- Exceptional computer literacy and knowledge of the following products:
  - Operating Systems: Linux, Microsoft Windows 10, and Microsoft Server 2012 environments
  - VPN installation, troubleshooting and general maintenance
  - Program Applications: MS Office, Drupal, MySQL, Apache, Crystal Reporting, and VMWARE
  - Coding Experience: HTML, PHP, JavaScript
  - Database Administration: Must have experience in SQL
- Bachelor's Degree preferred or equivalent combination of education and experience.
- Industry certificates are a plus.
- Ability to perform manual physical labor including frequent walking, bending, stooping, lifting and carrying heavy objects up to 40 lbs.
- Requires valid Maryland drivers' license and driving record of less than 4 points (MD) for operation of County vehicles to support remote County offices.
- Job may require after hours support, which may include weekend or holiday hours.

### **SAFETY ANALYSIS:**

*(Rarely (<5% of the time), Occasional (5-25% of the time), Frequent (25-75% of the time); Constant (<75% of the time)*

Sedentary work; Constant sitting, viewing; Frequent talking, hearing; Occasional pushing, pulling, carrying, lifting up to 10 lbs. No known significant hazard risk.