

Classification Title: INFORMATION TECHNOLOGY GENERALIST (PART TIME)

PURPOSE OF CLASSIFICATION

The Information Technology Generalist is an entry-level position responsible for providing assistance to any division within the Department of Information Technology. Job duties and responsibilities will change depending on the current demands of the department and staffing levels at any given point in time.

ESSENTIAL FUNCTIONS:

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned. Responsible for troubleshooting and resolving routine IT productivity issues that may include hardware, software or a combination of the two. Documents computer and system related incidents and troubleshoots solutions as appropriate, escalating or assigning follow-up work to other IT staff as needed. Answer Service Desk phones or provide front desk coverage as needed. Research and resolve technical issues utilizing the tools provided; strong understanding of mobile and desktop technology; Learn and understand various systems. Performs other duties as assigned.

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to review, classify, categorize, prioritize, and/or analyze data. Exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships. Human Interaction: Requires the ability to apply principles of persuasion and/or influence over others in coordinating activities of a project, program, or designated area of responsibility. Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate and control the actions of equipment, machinery, tools and/or materials requiring complex and rapid adjustments. Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, advisory and/or design data and information. Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; may include the ability to perform mathematical operations involving basic algebraic principles and formulas and basic geometric principles and calculations. Functional Reasoning: Requires the ability to apply principles of rational systems; to interpret instructions furnished in written, oral, diagrammatic, or schedule form; and to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives. Situational Reasoning: Requires the ability to exercise judgment, decisiveness, and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

Tasks require the ability to exert moderate physical effort in moderate work, typically involving some combination of stooping, kneeling, crouching, and crawling and which may involve some lifting, carrying, pushing and/or pulling of objects and materials of moderately heavy weight (20-50 pounds). Tasks may involve extended periods of time at a keyboard or workstation. Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, depth, and visual cues or signals. Some tasks require the ability to communicate orally.

MUST MEET MINIMUM REQUIREMENTS:

Associates degree or equivalent of two (2) years college courses in Information Technology, Technology Management or closely related field, in lieu of an Associate's Degree, four (4) years previous experience and/or training involving technology support; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job. Must possess and maintain a valid Georgia driver's license. Must provide and maintain a personal vehicle to use to conduct official county business which may include after-hours return trips.

SELECTION PROCEDURE:

Selection will be made from a register of eligible applicants that may be established by education, work experience, test score, personal interview, credit check, criminal history, driving history (copy of driver=s license may be required), drug screen, and/or physical examination.

TO APPLY: Applications may be submitted on-line at our County Website until the position is filled.

Clayton County, Georgia, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.