



**CHEROKEE COUNTY  
JOB DESCRIPTION**

---

**TITLE: IT SYSTEMS SUPPORT SPECIALIST I**

**FLSA: Non-exempt**

**DEPARTMENT: FIRE & EMERGENCY SERVICES**

**DIVISION: ADMINISTRATION**

**REVIEWED BY: HUMAN RESOURCES**

**DATE: AUGUST 2021**

---

**POSITION SUMMARY**

This position is responsible for providing IT systems deployment, support, and technical assistance to system users within the Cherokee County Fire Department. Incorporates user needs and requirements to streamline processes or to improve existing computer systems. Pro-actively monitors the entirety of the Fire IT environment to ensure the network and services are available to all system users and works to resolve any such interruptions.

**MAJOR DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

Installs and configures hardware, software, and peripheral components such as monitors, keyboards, printers, computers, reporting and productivity applications, mobile phones, tablets, and other such devices.

Performs configuration, upkeep, and maintenance of LAN hardware and software.

Utilizes industry best-practices to protect and secure department and county IT infrastructure and resources.

Researches and presents quotes on products, services, and upgrades to make recommendations to the IT Manager and respective department heads for purchase and implementation.

Adopts a wide scope of IT support processes to solve related issues for Fire Department employees.

Responds to service requests and inquiries via email, text, phone, and other correspondence.

Uses Active Directory to add, delete, or change employee credentials in a domain environment.

Compiles and tracks the serviceability and lifecycle of all end-user devices/equipment and prepares RMAs with vendors/manufacturers when applicable.

Frequently travels to and/or utilizes Remote Desktop Connection to resolve issues at County Fire Stations and other County Fire locations.

## **DESIRABLE QUALIFICATIONS**

### **Education and Experience**

High School diploma (or equivalent) and two years of college education (preferred), or two years technical training in Information Technology or related field.

Three years' work experience with computer systems, particularly in computer help desk and network maintenance.

Any combination of education, training, and experience that provides the required knowledge and skills is acceptable.

### **Certificates, Licenses and Registrations (Preferred)**

A+ Certification

Microsoft Technology Associate (MTA) Certification

### **Knowledge, Skills and Abilities**

Knowledge of Windows Server 2003-2012, Active Directory, Microsoft Office Suite/Office 365

Basic knowledge of switches, routers, distribution areas (server racks, patch panels), and of Cat5/Cat6/RJ-45 termination.

Knowledge of various operating systems (Microsoft Windows 7, Microsoft Windows 10, Apple iOS)

Skilled in troubleshooting various types of technical devices and platforms

Knowledge of the tools, equipment, and hardware needed to maintain systems

Ability to prioritize tasks and conduct oneself professionally with little supervision

Ability to communicate effectively with employees, contractors, vendors, and representatives

