



HIGHLANDS COUNTY CLERK OF COURTS

JOB DESCRIPTION

JOB TITLE: INFRASTRUCTURE TECHNICIAN

CLASS: 0556, 0557, 0558

DEPARTMENT: INFORMATION TECHNOLOGY

GENERAL DESCRIPTION:

This position will focus primarily on access control and camera preventative maintenance. The Infrastructure Technician, a member of the Information Technology Systems and Security Team, provides support for the administration, management, security, and maintenance of computer network systems, access control, and surveillance systems. The Systems and Security Team is responsible for designing, implementing, testing and maintaining the County's infrastructure of applications, operating systems, servers, databases and networks; the team, with direction from management, also identifies ways to improve performance through infrastructure modifications and management policies.

ESSENTIAL JOB FUNCTIONS:

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

- Key component integrity inspection and cleaning of interior and exterior cameras and door access control (DAC)
- Replace batteries
- Provide detailed documentation by device/location to include: maintenance, issues, repairs, firmware, configuration, warrantee, RMA, replacement, projected replacement date/cost, camera/DAC location, switch port, etc.
- Proactively and regularly review camera view and quality; making corrections as needed.
- Recommend additions/upgrades for missing and/or inadequate coverage/control.
- Coordinate with vendor for project design.
- Recommend and maintain spare parts inventory and supplies.
- Monitor system health. Coordinate with vendor for remote problem resolution.
- Upgrade device firmware.
- Ensure remote boot capability for all devices.
- Replace and terminate network cable related to maintenance/repair.
- Operate lift to 60 feet, climb ladder to 15 feet
- Attend and participate in training seminars and staff meetings as required.
- Report any potential issues or escalations to immediate supervisor in a timely manner.
- Maintain a pleasant demeanor and attitude. Work entire shift with minimal interruptions.
- Must be flexible with schedule as overtime is sometimes required.

MINIMUM QUALIFICATIONS:

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of Microsoft and other software applications, including Windows 10
- Knowledge of camera and access control systems and all related components.
- Knowledge of network protocols, Ethernet topologies and hardware.
- Knowledge of electrical systems, lightning protection and grounding.
- Ability to access, input, and retrieve information from a computer.
- Ability to understand and follow complex instructions.
- Ability to learn new methods, procedures and operations.
- Ability to adjust and adapt to situations in a timely manner.
- Ability to organize work, establish priorities, and meet deadlines with minimum direction.
- Motivated self-starter, proactive with initiative to work and learn.
- Proficient spoken and written English communication skills.
- Excellent customer service orientation.
- Effective time management skills.
- Exceptional organizational skills.
- Must be able to multitask.
- Strong analytical skills.

EDUCATION AND EXPERIENCE

- Graduation from an accredited college or university with an Associate's Degree in Computer Science or related field, preferred

LICENSES, CERTIFICATIONS OR REGISTRATIONS

- Registered Electrical Contractor - Preferred
- CCNA Certification - Preferred
- Network+ - Preferred
- Fiber Optic installation - Preferred

{A comparable amount of training, education or experience may be substituted for the above minimum qualifications.}

ESSENTIAL PHYSICAL SKILLS

- Ability to sit at a desk and view a display screen for extended periods of time
- Acceptable eyesight (with or without correction)
- Acceptable hearing (with or without hearing aid)
- Ability to communicate both orally and in writing
- Lift and carry objects of more than 10 pounds
- Operate and utilize lift safely to 60 feet
- Utilize step-ladder (15 foot installations)
- Traverse stairs (if elevator is not accessible)
- Standing, Walking, Stoop, Bend

ENVIRONMENTAL CONDITIONS

- Works outside/inside with noise.

Reasonable accommodations will be made for otherwise qualified individuals with a disability.