

Worcester County Job Opportunities

DEPARTMENT: DEPARTMENT OF INFORMATION TECHNOLOGY

JOB TITLE: INFORMATION TECHNOLOGY SECURITY ANALYST/TECHNICIAN

COMPENSATION: GRADE 19/STEP 1 - \$25.17 HOURLY OR \$52,354 ANNUALLY
GRADE 19/STEP 8 - \$29.93 HOURLY OR \$62,254 ANNUALLY
*SALARY BASED ON QUALIFICATIONS

APPLICATION PERIOD: UNTIL FILLED

WORK SCHEDULE: MONDAY TO FRIDAY, 8:00AM TO 4:30PM IN THE OFFICE. REQUIRES ROTATING ON-CALL SUPPORT WHICH MAY INCLUDE NIGHTS, WEEKENDS, OR HOLIDAY HOURS.

LOCATION: PRIMARY LOCATION GOVERNMENT CENTER IN SNOW HILL, MARYLAND; WORK AT OTHER COUNTY FACILITIES WITHIN WORCESTER COUNTY WHERE NEEDED.

JOB SUMMARY: This individual shall play a vital role in the development and upkeep of the county's camera and access control systems. 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 Information Technology.

MARYLAND STATE RETIREMENT: This position will automatically participate in the Maryland State Retirement System. Membership is mandatory for employees that work over 500 budgeted hours in the fiscal year. As a member, 7% of your budgeted annual salary will be calculated, divided by 26 and deducted from your biweekly paycheck and sent to your account at Maryland State Retirement System.

GENERAL REQUIREMENTS:

- Essential personnel that may be subject to call back in emergencies.
- Pre-employment background check (including fingerprinting) & motor vehicle history.
- Safety sensitive position requiring drug and alcohol testing.
- Position requires rotating on-call support which may include weekend or holiday hours.

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES:

- Works with 3rd parties for installation and maintenance of cameras and access controls for all county facilities.
- Prepares employee badges with correct access control.
- Establishes security within applications.
- Maintains county security policies and procedures.
- Maintains inventory of equipment.
- Resolves help desk tickets submitted by users in a reasonable timeframe.
- Identifies, researches, and resolves technical problems.
- Tests and implements various desktop installation configurations to maximize uptime and to identify and resolve software/hardware conflicts.
- Follows instructions and pre-established guidelines in county IT Policy to perform the functions.
- Maintains current knowledge of hardware, software, and network technology.
- Instructs users on new or upgraded applications and hardware.
- Maintains confidentiality of all data and complies with records retention requirements.
- Complies with all safety programs, policies, and practices, and works safely.
- Adhere to, support, and enforce Worcester County Government Personnel Rules & Regulations.
- Work in a pleasant and harmonious manner with co-workers and the public.
- Performs other related duties as required.

QUALIFICATIONS AND SKILLS:

- Bachelor's Degree preferred or equivalent combination of education and at least 2 years of IT experience.

- Experience in the above areas to perform sufficiently in the duties described above.
- Experience with camera systems and access controls.
- Experience with low frequency wiring, CAT 6 cabling, coax cabling.
- Experience with VPN installation, troubleshooting and general maintenance.
- Experience trouble shooting and problem-solving.
- Experience with computer literacy and PC knowledge.
- Experience in testing applications from various vendors.
- Experience working in a Windows 11 environment.
- Experience training end users.
- Able to establish and maintain harmonious working relationships with staff and the public using tact, discretion, sound judgment, and professionalism.
- Able to be self-motivated and be a team player who can adapt to changes in end user requirements.
- Able to take initiative and has a sense of urgency.
- Able to communicate effectively in writing and verbally with staff, public, and vendors.
- Able to perform work correctly, accurately, and consistently.
- Able to compose confidential and non-confidential correspondence and maintain confidentiality.
- Able to follow verbal and written instructions; keep records and logs; complete written forms accurately.
- Able to apply acquired knowledge to increasingly varied and complex tasks.
- Able to meet deadlines timely and follow directions.
- Able to work effectively with little supervision and minimal direction.
- Able to work in a fast-paced environment with interruptions
- Able to prepare reports, analyze data, prepare trend analysis etc. Able to create and maintain Excel spreadsheets with formulas.
- Able to define problems, collect data, establish facts, and draw valid conclusions.
- Able to prioritize work and manage multiple competing demands.
- Able to perform duties independently and willingness to work as part of a team.
- Able to climb ladders on occasion.
- Requires valid Maryland drivers' license and driving record of less than 4 points (MD) for operation of County vehicles to support remote County offices.

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 to 40 lbs. No known significant hazard risk.