

Jefferson County Job Description

Position Title:	Team Lead/ Level 2 Technician	Grade Level:	V
Department	Information Technology/ GIS	Last Updated:	August 2025
Reports to:	Deputy Director of IT	FLSA Status	Non-exempt

Statement of Duties: The Team Lead/ Level 2 Technician oversees network infrastructure and Level 2 support operations. This role combines hands-on troubleshooting with strategic leadership, ensuring our systems are secure, scalable, and compliant. The Team Lead/ Level 2 Technician guides a team of technicians (less than five), manages network environments, and elevates helpdesk operations to inspection-ready standards.

Essential Functions:

The essential functions or duties listed below are intended only as illustrations of the various type of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

1. Lead and mentor IT staff in daily support operations and network administration
2. Resolve Level 1 and Level 2 support tickets via phone, email, and ticketing system, ensuring timely and professional service
3. Perform system administration tasks including user provisioning, directory permissions, and endpoint configuration
4. Architect and maintain secure LAN/WAN environments, VPNs, VLANs, VM and firewalls
5. Install, upgrade, and troubleshoot desktop and server hardware/software
6. Coordinate vendor support and warranty repairs for hardware issues
7. Document issues, resolutions, and SOPs with precision and audit-readiness
8. Escalate complex issues to Deputy Director/Level 3 support, or vendors as necessary
9. Implement and enforce remote access SOPs, change management workflows, and cybersecurity protocols
10. Drive automation initiatives using PowerShell and other scripting tools for diagnostics and reporting
11. Collaborate with leadership to align IT strategy with departmental goals and compliance standards

Knowledge, Abilities and Skill

Knowledge:

- Strategic IT leadership and public sector digital transformation
- Regulatory frameworks for cybersecurity, data privacy, and public procurement
- Windows Server/Desktop environments, Linux, VMware, routers, and firewalls
- Upcoming enterprise platforms, cloud integrations, and hybrid networks.

Abilities:

- Inspire executive-level trust and communicate complex information effectively
- Lead long-range strategic planning and departmental integration of IT systems

Jefferson County Job Description

- Manage cross-functional teams and external partners across large projects
- Foster a culture of transparency, accountability, and continuous improvement

Skills:

- Visionary leadership and enterprise strategy development
- Contract negotiation, fiscal oversight, and team management
- High-level oral and written communication
- Scripting Languages such as (CLI, PoSh, HTML, Python)

Qualifications and Background:

Education/ Basic Knowledge: Working experience in LAN/ WAN environments.

Requires working knowledge of LAN/WAN environments, including the ability to configure, maintain, and troubleshoot network infrastructure components such as switches, routers, firewalls, and VPNs. Duties involve the application of semi-complex procedures requiring specialized technical ability—comparable to journeyman-level proficiency in a skilled trade. This includes interpreting network diagrams, applying structured diagnostic workflows, and executing scripted automation for endpoint and connectivity issues.

Candidates should demonstrate hands-on experience in network operations and support, with the ability to apply established protocols and escalate complex issues appropriately.

Duties involve application of semi-complex procedures requiring special knowledge or ability, e.g., advanced booking or billing procedures, transcription and stenography; ability to operate specialized heavy motor equipment such as a snowplow, grader, backhoe, etc. and include water or wastewater operation licensing. Equivalent to high school plus additional training equal to one to two years of college, attainment of Associates level of post-secondary education Journeyman level of ability in trades or crafts. (2nd degree)

Experience: Up to and including one year of prior work experience in a technical support or network operations setting. Candidate demonstrates foundational familiarity with LAN/WAN environments, including basic troubleshooting of connectivity issues, device configuration under supervision, and adherence to documented procedures for endpoint support.

Experience may include internship, apprenticeship, or junior-level employment involving structured tasks such as cable management, IP address assignment, ticket resolution, and escalation protocols. Candidate shows capacity to follow semi-complex workflows and apply learned procedures with accuracy and accountability.

This level reflects early-stage professional development, with growing proficiency in network fundamentals and a readiness to contribute within a supervised team environment.

Up to and including one year of prior work experience. (1st degree)

Jefferson County Job Description

Accountability: This position carries significant operational and strategic accountability. The nature of the technical work—particularly in network configuration, system access provisioning, and compliance enforcement—means that errors in analysis, implementation, or documentation may be difficult to detect until after service disruption or audit review.

Consequences of poor judgment, missed deadlines, or procedural lapses could result in excessive costs, compromised data integrity, delayed service delivery, or legal and regulatory repercussions for the County. The incumbent is expected to exercise discretion, precision, and proactive risk management in all aspects of their work, particularly when coordinating vendor escalations, enforcing SOPs, and managing sensitive infrastructure changes.

The nature of the *professional* or technical work means that errors in analysis, techniques or recommendations would probably be difficult to detect. Consequences of errors, missed deadlines or poor Judgment could result in excessive costs, delay of service delivery, or legal repercussions to the County. (4th Degree)

Judgment: This role demands consistent, context-aware judgment across a wide range of technical and operational scenarios. The incumbent must examine and evaluate facts surrounding infrastructure issues, access requests, vendor deliverables, and compliance concerns—often under time-sensitive conditions.

Decisions are made within the bounds of established SOPs, procurement policies, and regulatory frameworks, yet require interpretation and prioritization when guidelines are complex, overlapping, or incomplete. The employee must weigh efficiency, risk, and procedural integrity when determining actions, especially in environments where federal, state, and local regulations intersect with evolving technology standards.

Judgment is exercised not only in resolving individual incidents but also in shaping sustainable workflows, coordinating vendor escalations, and ensuring inspection-readiness across systems and documentation.

The work requires *examining, analyzing and evaluating facts* and circumstances surrounding individual problems, situations or transactions, and determining actions to be taken within the limits of standard or accepted practices. Guidelines include a large body of policies, practices and precedents which may be complex or conflicting, at times. Judgment is used in analyzing specific situations to determine appropriate actions. Employee is expected to weigh efficiency and relative priorities in conjunction with procedural concerns in decision making. Requires understanding, interpreting and applying federal, state and local regulations. (3rd Degree)

Complexity: This position involves planning, executing, and overseeing a diverse array of technical functions, including systems administration, cybersecurity enforcement, strategic IT planning, and interdepartmental support. The work requires the practical application of specialized concepts and techniques across multiple domains—often simultaneously—while maintaining compliance with federal, state, and local standards.

Jefferson County Job Description

Assignments regularly demand evaluation of atypical conditions, interpretation of nuanced technical factors, and resolution of infrastructure challenges that may not conform to precedent. The incumbent must inspect, test, and validate systems against established criteria, while also adapting methods to meet evolving operational needs.

Tasks often involve gathering and analyzing data using specialized diagnostic tools, fact-finding techniques, and compliance frameworks. The employee determines appropriate methodologies to accomplish work efficiently and securely, balancing innovation with procedural discipline.

Involves planning and overseeing diverse functions including systems administration, cybersecurity, strategic IT planning, and interdepartmental IT support. The work consists of the practical application of a variety of concepts, practices and specialized techniques relating to a *professional or technical field*. Assignments typically involve evaluation and interpretation of factors, conditions or unusual circumstances; inspecting, testing or evaluating compliance with established standards or criteria; gathering, analyzing and evaluating facts or data using specialized fact finding techniques; or determining the methods to accomplish the work. (3rd Degree)

Supervision required: Under general supervision, the employee is well-versed in the operational routine and exercises initiative in executing recurring assignments independently. Specific instructions are provided for new, complex, or atypical tasks, including recommended methods and procedural considerations.

The employee is expected to identify situations that fall outside standard guidance—such as unexpected system behavior, vendor deviations, or compliance anomalies—and proactively seek direction before proceeding.

Work is reviewed periodically to ensure technical accuracy, procedural adherence, and alignment with departmental goals. Many tasks are inherently self-validating, such as system diagnostics, access provisioning, or configuration audits that must meet predefined criteria before advancing.

Under *general supervision*, the employee is familiar with the work routine and uses initiative in carrying out recurring assignments independently with specific instruction. The supervisor provides additional, specific instruction for new, difficult or unusual assignments, including suggested work methods. The employee is expected to recognize instances which are out of the ordinary and which do not fall within existing instructions; the employee is then expected to seek advice and further instructions. Reviews and checks of the employee's work are applied to an extent sufficient to keep the supervisor aware of progress, and to insure that completed work and methods used are technically accurate and that instructions are being followed. In many cases, the work is self-checking, for example, requiring accounts to balance before proceeding. (2nd Degree)

Nature and purpose of personal contacts: Contacts are primarily with internal staff and departmental colleagues, incidental to the execution of technical and operational tasks. These interactions involve the exchange of factual information related to system status, access provisioning, compliance updates, and routine troubleshooting.

Jefferson County Job Description

Ordinary courtesy and professional tact are required to maintain effective working relationships across departments. Occasional contact with the public may occur, typically in the context of resolving service requests, clarifying access procedures, or supporting public-facing systems. These interactions are generally straightforward and limited in scope.

Contacts are *primarily with co-workers* incidental to the purpose of the work involving giving and receiving factual information about the work. Ordinary courtesy and tact are required. Contacts with the public may be required on an occasional basis. (1st Degree)

Work environment: Working conditions occasionally involve exposure to intermittent machine noise, server room hum, or environmental elements such as dust, heat, or cold—particularly when inspecting hardware installations, cabling infrastructure, or outdoor network equipment.

The role may require occasional work in confined or awkward spaces (e.g., under desks, inside network closets, or near mechanical systems), and may involve navigating around moving machinery or equipment in shared facilities.

While most duties are performed in a controlled office or data center environment, fieldwork or site inspections may be suspended during adverse weather conditions. The position may also involve occasional mental stress, especially when managing multiple unrelated tasks—such as coordinating vendor escalations, responding to urgent access requests, and maintaining compliance documentation under tight deadlines.

Working conditions involve *occasional exposure* to intermittent machine or related noise or a combination of unpleasant elements such as odors, chemical fumes, dust, smoke, heat, cold, oil, dirt or grease. Includes work under typical shop conditions or outdoor work which is suspended when weather conditions are poor. Work may involve general cleaning, occasional work at heights or in confined or cramped quarters, or work around machinery and its moving parts. Work may also involve occasional mental stress, such as completing several unrelated tasks within a relatively short period of time. (2nd Degree)

Physical demands: The role requires moderate physical agility and strength, particularly when navigating construction sites, accessing network closets, or working in and around public facilities. Tasks may involve standing or walking for extended periods, stretching or reaching to retrieve equipment, and maneuvering through tight or elevated spaces during hardware inspections or installations.

Occasional lifting and carrying of equipment or materials—up to 60 lbs.—is required, such as servers, UPS units, or cabling bundles. The position may demand sustained physical effort over portions of the workday, especially during infrastructure upgrades, emergency response, or field-based troubleshooting.

Work requires *some agility and physical strength*, such as moving in or about construction sites or over rough terrain, or standing or walking most of the work period. Occasionally, work may require lifting heavy objects and carrying them (up to 60 lbs.). There may be need to stretch and reach to

Jefferson County Job Description

retrieve materials. The work will often require extended physical effort over a significant portion of the workday. (2nd Degree)

Work environment: The position is primarily based in a standard indoor office setting, with access to climate-controlled facilities and ergonomic workstations. Occasional off-site meetings, facility walkthroughs, or vendor site visits may be required, but exposure to adverse conditions is minimal.

Most tasks are performed in a seated or standing position with access to digital tools and documentation systems. Environmental risks are rare and typically limited to brief exposure during infrastructure inspections or interdepartmental coordination.

Typical indoor office environment with occasional off-site meetings and facility walkthroughs. Minimal exposure to adverse conditions. (1st degree)

Motor skills: While the duties are primarily mental and analytical, the role occasionally requires basic motor skills to support physical tasks. These include operating a personal computer and standard office equipment, typing and word processing, filing, sorting documents, and potentially driving a motor vehicle for off-site meetings or facility walkthroughs.

Minimal physical effort may be needed to move lightweight objects, reposition equipment, or access materials in storage. These tasks are infrequent and secondary to the core technical and strategic responsibilities of the position.

Duties are *largely mental rather than physical*, but the job may occasionally require minimal motor skills for activities such as moving objects, operating a personal computer and/or most other office equipment, typing and/or word processing, filing, sorting of papers or operating a motor vehicle. (1st Degree)

Occupational Risks: The position presents generally low occupational risk, with most duties performed in controlled environments. However, minor injury is possible if safety protocols are not followed during equipment handling, infrastructure inspections, or field-based troubleshooting.

Risks may include tripping hazards in server rooms, minor electrical exposure during hardware swaps, or physical strain when lifting or repositioning equipment. Adherence to established safety procedures and use of proper protective measures effectively mitigates these risks.

Generally low risk, though minor injury is possible if safety protocols are not followed when handling equipment or during site inspections. (2nd degree)

Confidentiality: This position requires regular access to highly sensitive information across County systems, including cybersecurity protocols, personnel records, financial operations, and

Jefferson County Job Description

privileged infrastructure data. The incumbent must maintain strict confidentiality to safeguard organizational integrity, ensure data security, and uphold public trust.

Access spans County-wide systems and may include privileged credentials, audit trails, and compliance documentation. The employee is expected to exercise discretion, adhere to data governance policies, and implement protective measures that prevent unauthorized disclosure or misuse of information. Breaches of confidentiality could result in legal, financial, or reputational consequences for the County.

Regular access to sensitive information including cybersecurity data, personnel systems, and financial operations. Must maintain confidentiality to protect organizational integrity and data security. Access to any and all *confidential information on a County-wide basis*. (3rd Degree)

Supervisory responsibility: *Work Leader:* As a regular and continuing part of the role, the employee serves as a work leader, guiding a small team of up to five full-time staff in accomplishing assigned technical tasks. The employee performs non-supervisory work of the same kind and level as the team, while also ensuring that assignments are executed efficiently and in accordance with established workflows and job specializations.

Responsibilities include distributing and balancing workloads, assuring timely completion of tasks, instructing employees in specific procedures, and referencing applicable guidelines. The work leader monitors progress, reviews completed work for accuracy and compliance, and resolves routine issues that arise during execution.

Additional duties include providing on-the-job training to new staff, reporting performance concerns, disciplinary issues, and training needs to the supervisor, and addressing informal complaints or questions. The employee may approve short-term or emergency leave requests to maintain operational continuity.

Operations are stable and well-defined, with most staff working in a centralized location during the same shift. Occasional remote support may be required, but the team functions within a consistent and predictable framework. The work leader provides immediate functional and technical oversight within the department, where the nature of the work performed by the team mirrors that of the leader.

Employee, as a regular and continuing part of the job, *leads other workers* in accomplishing assigned work and also performs non-supervisory work that is usually of the same kind and levels as is done by the group led. The work leader is responsible to his/her supervisor for assuring that the work assignments of other workers are carried out by performing duties which typically consist of most of the following: distributes and balances workload among employees in accordance with established workflow and job specialization; assures timely completion of work; instructs employees in specific tasks or explains work methods to be employed and indicated applicable reference material and guidelines; checks work progress and reviews completed work to see that instructions have been carried out; answers questions and resolves problems that arise in the work; provides on-the-job training to new employees; reports to the supervisor on disciplinary problems, performance and training needs of employees; resolves simple, informal complaints of employees and refers others to the supervisor; may approve leave for a few hours or for emergencies. (1st Degree)

**Jefferson County
Job Description**

Supervisory responsibility:

- Staff size: more than one, up to and including five full-time staff (1nd degree)
- Complexity of operations: May provide immediate functional or technical supervision over other employees in the same department where the work of the supervised employee(s) is essentially the same as the work of the supervisor. (1st Degree)
- Stability of operations: Functions, programs, work processes and staff size are well established and relatively stable. (1st Degree)
- Workforce dispersion: Most employees work in a centralized location during the same shift, though remote support may occasionally be needed. (1st degree)