



# Putnam County Technology Department

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*Job Description – Computer Technician/Programmer*

## Putnam County Technology Department



### Job Description – Computer Technician/Programmer

#### Summary

Responsible for designing, organizing, modifying, and supporting the Putnam County's computer systems. Designs and installs LANs, WANs, Internet, Security, and intranet systems, and network segments.

**Salary Range – \$35,000 to \$43,000 depending on experience and education**

#### Primary responsibilities

- Support LANs, WANs, network segments, Internet, and intranet systems.
- Maintain system efficiency.
- Ensure design of system allows all components to work properly together.
- Troubleshoot problems reported by users.
- Make recommendations for future upgrades.
- Maintain network and system security.
- Analyze and isolate issues.
- Monitor networks to ensure security and availability to specific users.
- Evaluate and modify system's performance.
- Identify user needs.
- Maintain integrity of the network, server deployment, and security.
- Ensure network connectivity throughout the County's LAN/WAN infrastructure is on par with technical considerations.
- Design and deploy networks.
- Perform network address assignment.
- Assign routing protocols and routing table configuration.
- Assign configuration of authentication and authorization of directory services.
- Maintain network facilities in individual machines, such as drivers and settings of personal computers as well as printers.
- Maintain network servers such as file servers, VPN gateways, and intrusion detection systems.
- Administer servers, desktop computers, printers, routers, switches, firewalls, phones, personal digital assistants, smartphones, software deployment, security updates and patches.

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### Secondary responsibilities

- Provide technical assistance and support for incoming queries and issues related to computer systems, software, and hardware.
- Respond to queries either in person or over the phone.
- Maintain daily performance of computer systems.
- Respond to email messages for customers seeking help.
- Ask questions to determine nature of problem.
- Walk customer through problem-solving process.
- Install, modify, and repair computer hardware and software.
- Clean up computers.
- Run diagnostic programs to resolve problems.
- Resolve technical problems with Local Area Networks (LAN), Wide Area Networks (WAN), and other systems.
- Install computer peripherals for users.
- Follow up with customers to ensure issue has been resolved.
- Gain feedback from customers about computer usage.
- Run reports to determine malfunctions that continue to occur.

You can mail or drop off resume to:

Putnam County Executive's Office  
300 E. Spring St Room 8  
Cookeville, TN 38501

Or email to [dgarrett@putnamcountyttn.gov](mailto:dgarrett@putnamcountyttn.gov)

**Resume deadline is Friday, March 27<sup>th</sup> at 4pm**