



**TO:** SOUTHERN NEVADA DISTRICT BOARD OF HEALTH      **DATE:** January 26, 2017

**RE:** *Approval of new classification specification for IT Mobile Computing Support Technician, Schedule 20 (\$51,438 - \$71,698)*

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**PETITION # 02-17**

**That the Southern Nevada District Board of Health** *approves the new classification specification for IT Mobile Computing Support Technician.*

**PETITIONERS:**

**Shandra Hudson, SPHR, SHRM-SCP, Human Resources Administrator**

**Andrew J. Glass, FACHE, MS, Director of Administration**

**Joseph P. Iser, MD, DrPH, MSc, Chief Health Officer**

Handwritten signatures in blue ink, including one that appears to be 'S.H.' and another that appears to be 'A.J.G.'.

**DISCUSSION:**

The implementation of EnvisionConnect Remote (ECR) requires more support staff than currently available in the Information Technology (IT) Section. The IT Mobile Computing Support Technician position is necessary to ensure there is no lapse in services provided by IT to all divisions. With the issuance of approximately 140 tablets to Environmental Health (EH) inspectors, the IT Mobile Computing Support Technician will be dedicated to delivering technical assistance in this area while also serving as a key facilitator of customer service to the entire Health District.

**FUNDING:**

Funding is available for the IT Mobile Computing Support Technician within the general funds budget.

## IT MOBILE COMPUTING SUPPORT TECHNICIAN

### DEFINITION

To assist a specialized program with installation and maintenance of necessary mobile computing and related equipment; troubleshooting; technical assistance; training; and analysis of needs and data; to work closely with Information Technology staff to evaluate, recommend, implement and monitor mobile computing, tools, methods and standards.

### SUPERVISION RECEIVED AND EXERCISED

- Receives general direction from the Information Technology Manager
- Receives functional direction for programmatic issues from the Program Coordinator/Supervisor

**EXAMPLES OF ESSENTIAL RESPONSIBILITIES AND DUTIES:** *This class specification lists the major duties and requirements of the job and is not all-inclusive. Incumbent(s) may be expected to perform job-related duties other than those contained in this document and may be required to have specific job-related knowledge and skills.*

- Install, configure, test, upgrade, customize and maintain systems between section/division mobile computers; network systems; and other District computer systems and/or the public
- Install, configure, test, upgrade, customize and maintain vendor software and/or hardware for mobile computing systems
- Research, order, manage the purchase of and fulfill requests for new or replacement equipment
- Provide support and maintenance of District mobile computing equipment including, but not limited to: laptops, tablets, cellular phones, and Wi-Fi connections
- Troubleshoot problems and ensure proper operation of hardware and software both in the office and in the field
- Integrate applications with core images, maintain application packaging environments, and develop and test installation packages
- Train users on hardware, software and any special needs required of the mobile computing platform
- Keep up to date on emerging hardware and software in the assigned program field and advise appropriate staff members of the options available
- Provide technical support over the telephone and on-sites connected to the program
- Provide security, security training and confidentiality of all District records
- Contribute to the efficiency and effectiveness of the IT Program's service to its customers by offering suggestions and directing or participating as an active member of a work team
- Perform related duties as assigned

### QUALIFICATIONS

#### Knowledge of:

- Standard mobile computing system hardware and business application software operating capabilities and limitations
- Principles, practices, and techniques in the installation, maintenance and troubleshooting of mobile and Wi-Fi communications hardware and software
- Installation and troubleshooting of computer hardware and applicable software
- Technical repair and maintenance of computer hardware and program applicable software
- The use of specified computer applications involving word processing, office automation and/or standard report generation
- Principles, practice and techniques in the integration of report writing tools and SQL Server database objects with business application software

**SOUTHERN NEVADA HEALTH DISTRICT**  
**IT Mobile Computing Support Technician (Continued)**

**Ability to:**

- Install, maintain and troubleshoot mobile computer hardware and software
- Learn applications of program specific software
- Train and instruct others in the use of program specific mobile computing software
- Maintain accurate records of work performed
- Prepare clear and concise documentation, user instructions, reports, correspondence and other written materials
- Analyze data per requirements of program/grant; format billings to other agencies; track patients or clients; compile medical statistics and patient demographics
- Maintain confidentiality
- Establish and maintain cooperative working relationships with those contacted in the course of work
- Communicate clearly and concisely, both orally and in writing

**Training and Experience Guidelines**

**Training:**

- Equivalent to no less than six months in length, or certification from a recognized post high school computer training program. Transcripts required.

**Experience:**

- Two years of experience in the preferred program field.

**License/Certificate**

- Possession of or ability to obtain a valid Nevada Drivers License

**Conditions:**

*All required licenses must be maintained in an active status without suspension or revocation throughout employment. Any employee may be required to stay at or return to work during public health incidents and/or emergencies to perform duties specific to this classification or to perform other duties as requested in an assigned response position. This may require working a non-traditional work schedule or working outside normal assigned duties during the incident and/or emergency.*

*New employees must complete Incident Command System training, ICS 100, ICS 200 and NIMS as a condition of continuing employment, prior to the completion of the probationary period.*

FLSA Non-Exempt  
Bargaining Unit Eligible  
Schedule 20  
Approved by the Board of Health on