

IT SUPPORT SERVICE SPECIALIST

NATURE OF WORK

Provides a full range of technical support for the City in areas of workstation hardware and software; workstation and peripheral equipment installation, maintenance, and repair; network (voice and data) operations; and other computer-related issues. Contributes to technical support consistent with service level agreements and coordinates the resolution of complex problems with vendors or other technical staff.

PRIMARY FOCUS

Provides assistance and troubleshooting for basic client problems with desktop hardware and peripherals, operating systems, wireless and telephony, local and City-wide networks, and the like. Supports network operating systems, including basic troubleshooting of network operating problems, configuration issues at workstations, and network devices and operating software.

Given the nature of this classification's duties/responsibilities, it has been designated as Non-Exempt under the governing Fair Labor Standards Act regulations and, therefore, is entitled to formal overtime compensation and/or formal compensatory time.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS

Responds to client questions and problems relating to computers, communications, and centralized applications; identifies problems; resolves issues for most common problems; routes call to appropriate staff members, when necessary.

Maintains accurate documentation of problem-resolution status and resolution, applicable hardware and/or software adds, changes, moves, or deletes, and updates Knowledge Base on technical issues.

Troubleshoots and resolves basic network issues such as login problems, password resets, and minimum requirements for functionality.

Identifies and resolves network configuration issues at the workstation, user or network resource issues, and the like.

Installs, configures, and resolves basic hardware problems with standard computers, networks, and peripheral equipment.

Creates basic application packages using vendor-supplied installation routines, scripts, and some customization of settings.

Performs other related duties as assigned.

CORE COMPETENCIES

Customer Focus: Is dedicated to meeting the expectations and requirements of internal and external customers; gets first-hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.

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Interpersonal Savvy: Relates well to people, inside and outside the organization; builds appropriate rapport; builds constructive and effective relationships; uses diplomacy and tact; can diffuse even high-tension situations comfortably.

Functional/Technical Skills: Has the functional and technical knowledge and skills to do the job at a high level of accomplishment.

Problem Solving: Uses rigorous logic and methods to solve complex problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and doesn't stop at the first answers.

Dealing with Ambiguity: Can effectively cope with change; can shift gears comfortably; can decide and act without having the total picture; isn't upset when things are up in the air; doesn't have to finish things before moving on; can comfortably handle risk and uncertainty.

Time Management: Makes decisions in a timely manner, sometimes with incomplete information and under tight deadlines and pressure; able to make a quick decision.

Patience: Tolerant of people and processes; listens and checks before acting; tries to understand the people and the data before making judgments and acting; waits for others to catch up before acting; sensitive to due process and proper pacing; follows established procedures.

Action Oriented: Enjoys working hard; is action-oriented and full of energy for the things he/she sees as challenging; not fearful of acting with a minimum of planning; seizes more opportunities than others.

Learning on the Fly: Learns quickly when facing new problems; a relentless and versatile learner; open to change; analyzes both successes and failures for clues to improvement; experiments and will try anything to find solutions; enjoys the challenge of unfamiliar tasks; quickly grasps the essence and the underlying structure of anything.

Priority Setting: Spends his/her time and the time of others on what's important; quickly zeros in on the critical few and puts the trivial many aside; can quickly sense what will help or hinder accomplishing a goal; eliminates roadblocks; creates focus. Acknowledge that supervisors can change priorities at any time.

REQUIREMENTS OF WORK

Associate degree in computer science, Information Science, or relevant field and considerable progressively responsible computer support experience, or any equivalent combination of education and experience.

Knowledge of mobile device operations, network systems, desktop software applications, and the like.

Demonstration of the following established core values: Integrity, Respect, Communication, Teamwork, Accountability, Positive Attitude, and Dedication to Service.

Regular attendance, as governed by and in accordance with applicable rules, regulations, procedures, and laws, is an essential requirement of this classification.

Compliance with training directives established by supervisory/managerial personnel such as required security areas, such as Criminal Justice Information Services (CJIS) and Cybersecurity.

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Adherence to all applicable Federal and State safety laws, rules, regulations, and City safety policies/procedures.

Must exhibit a high level of cyber security awareness and care.

Valid driver's license.

PHYSICAL DEMANDS

Ability to move about the inside of an office space to access file cabinets and office equipment.

Constantly operate a computer and other office machinery, such as a multi-function device, mobile device, shredder, scanner, etc.

Ability to exchange information with co-workers and citizens through email, telephone, and in-person interactions.

Ability to lift to 50 pounds manually or up to 100 pounds with mechanical assistance.

Ability to work at heights and confined spaces while installing computer systems and cabling.

Ability to take the necessary precautions to work safely with electrical and electronic components.