

## INFORMATION TECHNOLOGY SUPPORT SPECIALIST

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

### **JOB OBJECTIVES**

Under general supervision of the Technology Director, to perform a variety of moderate to complex hardware and software maintenance, user support and training functions associated with the City's personal computers and basic network operations; provide specialized technical support for core City applications and systems, provide assistance in maintaining the City's network system; and to perform a variety of duties relative to assigned area of responsibility.

### **ESSENTIAL FUNCTION STATEMENTS**

*The following tasks are typical for positions in this classification. Any single position may not perform all of these tasks and/or may perform similar related tasks not listed here:*

Provide daily operational support for business applications software program(s) including responding to and resolving routine technology support issues from system users, data entry, printing and distributing reports.

Procure, install, configure, troubleshoot and repair all network or user-specific hardware and peripheral devices. Analyze and resolve service and support issues.

Install, configure upgrade and maintain computer and other devices' software including operating systems, client connectivity to the network and desktop applications. Analyze, research and resolve software conflicts and application error messages for end-users.

Troubleshoot and configure the users printing environment.

Assist users in optimizing their desktop environment; create icons and shortcuts and provide desktop training; assist in restoring or recovering files or corrupted data.

Monitor, review, schedule and communicate assigned work orders with departments and staff on technology work order status and work projects at the technician level and escalate timely unresolved technology support issues.

Maintain the City's information technology inventory and asset tag system; monitor hardware, track warranty and support information, software programs and maintain licensing compliance.

Work with vendors in requesting service on equipment under warranty, identifying hardware and software conflicts or problems, researching new products and ordering supplies.

**CITY OF CAMAS**Information Technology Support Specialist (*Continued*)

Research and evaluate new technologies. Consult with Technology Department staff on identified potential new technologies or services. Develop proposals, including time, equipment and costs for implementation of new services or service/system upgrades.

Monitor and repair all virus, spam and malware alarms and activity reported from devices on the City's network. Provide assistance in establishing network hardware and software environment standards; research hardware and software prices and recommend purchases as appropriate.

Provide assistance in various information technology projects that affect the user environment; provide user training in new technologies as needed.

Develops, maintains and updates technical documentation such as desktop configurations, procedures, problems and fixes, vendor support contracts/procedures and disaster recovery procedures; develops, updates and distributes user instructional documentation.

Assist in maintaining and updating the City's website.

**SECONDARY FUNCTION STATEMENTS**

Performs other duties as assigned that support the overall objective of the position and goals of the Department.

Assist in coordinating training programs, training computer end-users in using network and computer resources and in providing training on technology upgrades or new resources.

Performs other functions within the department as necessary or assigned by Director.

**AUXILIARY FUNCTION STATEMENTS**

Follow all safety rules and procedures established for work area.

Perform related duties and responsibilities as required.

**QUALIFICATIONS****Knowledge of:**

Operational characteristics of various computer systems, applications and peripheral equipment including client-server software.

Methods and techniques of hardware and software configuration and installation.

Methods and techniques of troubleshooting hardware and software problems.

General knowledge of networking technologies, image and data transmission, telecommunications and client-server applications.

Modern office procedures, methods, troubleshooting and problem solving protocols.

Basic principles and practices of network administration.

## **CITY OF CAMAS**

### Information Technology Support Specialist (*Continued*)

General word processing, spreadsheet, database and reporting programs.

Web page development and programming.

#### **Ability to:**

Diagnose hardware and software problems, identify solutions, make and implement recommendations.

Diagnose and repair user printer issues on the network and local.

Respond to after-hours network emergencies and outages timely.

Install, configure and upgrade hardware and software in a mixed network environment.

Operate personal computers, printers and other peripheral equipment.

Participate in various information technology projects and computer support activities.

Manage time and schedule activities effectively. Respond to requests and inquiries from network users and provide assistance as needed.

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Communicate clearly and concisely, both orally and in writing.

Maintain confidentiality of sensitive files and materials accessed, discussed or observed.

Establish and maintain effective working relationships with those contacted in the course of work.

#### **Education and Experience Guidelines**

*Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

#### **Education:**

Equivalent to an Associate's degree from an accredited college or university with major course work in information technology, computer science or a related field.

#### **Experience:**

Two years of increasingly responsible experience in the maintenance, installation and upgrading of computer hardware and software.

#### **Equipment used:**

Personal computers, laptops, tablets, mobile devices, network servers, LAN and WAN hardware (bridges, routers, switches, etc.), light hand tools, and general office equipment.

#### **Computer Skills:**

Intermediate to advanced Windows (TCP/IP) network operating system, wireless configuration and desktop/client support. General knowledge of TCP/IP, DNS, Active Directory, Windows Server, General firewall, VPN concepts and configuration. Advanced skills in Microsoft Office, mail systems and strong troubleshooting/analytical skills required. Experience with HTML, FTP and client applications a plus.

**CITY OF CAMAS**

Information Technology Support Specialist *(Continued)*

**Certifications:** Professional networking and/or technology certifications preferred

Possession of an appropriate, valid driver's license is required

**PHYSICAL DEMANDS AND WORKING CONDITIONS**

*The physical demands herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential job functions.*

**Environment:** Office/field environment; exposure to computer screens.

**Mobility:** Light lifting; sitting for prolonged periods of time; extensive use of computer keyboard.

**Vision:** Visual acuity to read computer screens.

**Other Factors:** Incumbents may be required to work extended hours including evenings and weekends. Incumbents may be required to travel outside City boundaries to attend meetings..