



CLASS SPECIFICATION FOR:

## Department Technology Specialist I

### General Statement of Duties:

Provides basic and routine first line Tier I technical support to end users in one assigned County department, which may include supporting department staff and/or operations at multiple locations; ensures proper computer, peripheral, wireless device and other department-specific technology and equipment connectivity, functionality and operation so that staff can accomplish their assigned duties and assist/support their customers; does related work as required.

### Distinguishing Features of Class:

Provides Tier I support which includes understanding the problem, confirming whether or not the installs and configurations are correctly set-up and/or defined, isolating and deciphering problems, diagnosing problems, and providing solutions to problems, which may include implementing the solution or elevating the problem and assisting with providing/implementing the solution. Work generally includes providing first line response to routine end-users' requests for break/fix assistance, password resets, managing access, training end users how to use equipment; assistance with software such as common business software, office automation software, various assigned third-party (commercial off the shelf (COTS)) and County-developed software and systems; assistance with related equipment and peripherals; assistance with wireless devices and phones, resolving connectivity issues, and resolving end-users' issues for all applications, systems, software, and related equipment and peripherals in one assigned department; completing and/or creating work orders in a shared or department-specific work order system for technology related issues; basic personal computer, network, telecommunications, wireless devices, equipment and system troubleshooting, both on software and hardware problems as well as department specific equipment; running basic queries and scripts; creating department-specific reports; and completing work orders in a shared or department-specific work order system for technology related issues. Work is performed independently under general supervision. Instructions are given for special assignments. Researches and resolves, or recommends resolution, of a wide variety of problems or questions with unusual issues referred to the supervisor or appropriate IT Department staff.

### Examples of Assigned Duties (*illustrative of the types and scope of duties and responsibilities assigned to positions in this class*):

- Provides routine and basic Tier I technical support to end-users in one assigned department which may include supporting staff and operations at multiple locations Countywide;
- Provides routine and basic Tier I technical support for the assigned department's current computer hardware and related peripheral devices;
- Provides routine and basic Tier I technical support for the assigned department's current software, applications, databases, and systems;
- Provides routine and basic Tier I technical support for the assigned department's wireless devices, equipment and technologies;
- Provides routine and basic Tier I technical support for all department-specific equipment;
- Provides Tier I support which includes understanding the problem, confirming whether or not the configurations are correctly set-up and/or defined, isolating and deciphering the problem, diagnosing the problem, and providing solutions to the problem, which may include implementing the solution or elevating the problem and assisting with providing/implementing the solution;
- Performs basic personal computer, network, telecommunications system troubleshooting, software, hardware problems and peripherals, and makes the appropriate necessary repairs;
- Runs queries and scripts, generates reports to meet department's and/or end users' needs;
- Manages network accounts using network management tools such as Active Directory which includes creating, editing, deleting, moving accounts and basic troubleshooting and issue resolution related to access;
- Checks for computer viruses and eliminates viruses and restores secure computer functioning for end users;
- Provides proactive notifications regarding outages, system changes, and problem recovery;
- Provides training and assistance to end-users;
- Appropriately refers issues to the appropriate department personnel or IT staff for resolution;
- Assists with upgrades, patches, application implementation, includes testing department-specific functionality as needed;
- Assists with the assigned department's IT Replacement Program as assigned: configures, images, installs and maintains desktop and laptop workstations
- Maintains department inventories and inventory records related to department-specific technologies, equipment, licenses, etc.;
- May be assigned to any County department with its own dedicated technology support positions;
- May be required to be on-call or assigned rotational on-call duties;
- Follows required procedures and creates and maintains necessary records and documentation as assigned;
- Follows County technology security and other technology policies and advises end user on proper use and adherence to policies;
- Develops and maintains a sound up-to-date working knowledge and understanding of the assigned department's operations and the technology and department-specific equipment utilized in support of department operations;



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- Performs other duties as assigned.

**Required Knowledge, Skills and Abilities:**

Sound working knowledge of personal computer technologies and network/telecommunications, network and systems architecture and equipment as well as common business software and office equipment, which may include A/V equipment and wireless devices and technologies; sound working knowledge of department-specific software, applications, databases, COTS, enterprise software, County-developed systems; sound working knowledge of department-specific office and technology-related equipment installation, configuration and functionality/operation; sound working knowledge of data collection and management principles and practices; excellent organization skills with the demonstrated ability to plan and execute work effectively to successfully complete assigned tasks accurately and in a timely manner within established deadlines; ability to multi-task; professional integrity including the ability to maintain the integrity of confidential and/or time sensitive information and processes encountered while providing support to end-users; ability to read, and consistently comprehend, interpret, apply and communicate technical information accurately; sound political astuteness; sound critical thinking and problem solving skills with the ability to appropriately resolve a variety of questions and issues within established policies, guidelines, requirements and procedures; may require the ability to research issues and identify solutions; sound professional judgement with demonstrated ability to consider and weigh a variety of relevant factors and make accurate decisions or recommendations; ability to synthesize multiple types of data and make accurate appropriate determinations and recommendations; strong computer skills with ability to use computers, laptops, tablets and other devices, and to effectively, accurately and appropriately use typical business software, proprietary software and applications to complete assigned tasks; visual and hearing acuity sufficient to enable effective interactions and data collection; excellent written and verbal communication skills with the ability to interact professionally with end-users with diverse skill levels and functional needs and to establish and maintain effective working relationships; excellent interpersonal and communication skills to communicate technical information to non-technical audiences in user friendly language; ability to express ideas clearly and concisely, orally and in writing; ability to work independently and as part of a team; ability to collaborate effectively to establish and maintain a good working relationships with all levels of department staff, IT Department staff, vendors, and other relevant stakeholders; personal accountability including teamwork and establishing and maintaining positive working relationships with end-users; and excellent customer service skills with the demonstrated ability to interact patiently, respectfully and with tact and courtesy with all end-users presenting with varying levels of understanding and needs in order to appropriately address requests, needs and issues. Must be able to positively and appropriately represent the County customers and other stakeholders. May require the ability to work on-call or a flexible schedule as needed.

**Minimum Education and Experience:**

Education: Graduation from high school with relevant coursework completed at the high school or college level;

Experience: One (1) year of relevant work experience;

OR: Any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

**Additional Requirements:**

NOTE: Effective 4/1/2009 County Ordinance 1128 requires a criminal history record check and fingerprinting of all employees in authorized and hourly safety sensitive positions.

NOTE: All employees are required to successfully complete National Incident Management System (NIMS) Incident Command System (ICS) 700 (Introduction) training. Successful completion of additional NIMS ICS training courses may be required based on the job classification, level of responsibility, and department. Please refer to Fire's Intranet site for a list of NIMS ICS requirements by job classification.

- May require a valid driver's license to perform assigned duties at various locations Countywide.