

## **TECHNICAL SUPPORT SPECIALIST I/II**

Perform specialized technical support for client personal computers, local area networks and other computer-related equipment via telephone, email and in-person requests. The work is performed at a workstation and in a Service Desk support environment. This position is the entry point for receiving, documenting, resolving and escalating requests for technical service.

### **CLASSIFICATION DISTINCTIONS**

This is the entry-level class in the Information Technology Specialist (ITS) series. Positions at this level are distinguished from other classes within the series by the entry level of responsibility assumed, knowledge, experience, and complexity.

The Technical Support Specialist 1 is the entry-level user-support classification within the Technical Support Specialist job family. Technical Support Specialists 1 and 2 interact with network services, and server and desktop applications. Additionally, they provide desktop support to analyze and resolve problems, and to restore user services.

Supervision is not normally a responsibility of this class.

The Technical Support Specialist 2 functions at a higher technical level than the Technical Support Specialist 1, focusing on a full range of complex, technical client support. Work can be completed on site or remotely from a workstation.

### **KEY OR TYPICAL TASKS AND RESPONSIBILITIES**

#### **Technical Support Specialist 1:**

- Provides technical support to end users in support of their daily business functions on a variety of issues.
- Documents and provides support to prioritized and assigned incident tickets through a Service Desk tracking system.
- Develops and maintains specific resource files for user and network administrator manuals and user guides; updates and maintains information databases on available resources through research of on-line (internet) sources, trade magazines, and various other vendors and resources.
- Troubleshoots and corrects system problems. Identifies source of hardware or software problems and takes appropriate corrective action. Consults with higher level Specialists in resolving complex hardware and software problems.

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- Sets up user accounts, security policies, e-mail, software applications and restores files. Verifies data access requests for approval. Ensures systems are secure from unauthorized access.
- Provides network printer management. Manipulates print jobs in the printer queue, aborts or cancels jobs as needed or requested. Re-enables printers as needed.
- Participates in the creation and delivery of user training.
- Prepares technology equipment for use or disposal.
- Assists in the support of Mobile Computing (i.e., Tablets, iPads, iPhones, and iOS devices).
- Shares after hours duties with other staff members in accordance with department procedures.
- Assists in the maintenance of data integrity with backup, archive and recovery processes; helps implement procedures for disaster recovery.
- Performs other related duties as assigned.

### **Technical Support Specialist 2:** (in addition to the responsibilities identified above):

- Monitors server room environment, reports any alarms or changes.
- Assists in developing scripts to automate tasks. Runs tests and debugs to ensure system runs correctly.
- Participates as a team member on Technology Services Group (TSG) projects.
- Maintains and updates Service Desk database and documentation as new policies and procedures are developed.
- Installs and configures new software, removes software.
- Performs other related duties as assigned.

## **QUALIFICATIONS**

Education and experience vary by level as follows and includes the requirement for specialized training, education and/or experience within the assigned area:

**Level I:** High School Diploma or equivalent, basic knowledge of Microsoft Office products and operating systems, and minimum one year experience in the technology field and/or end-user

personal computing environments is required. Strong customer service and communications skills are necessary. CompTIA A+ or equal training a plus.

**Level II:** High School Diploma or equivalent, advanced knowledge of Microsoft Office products and operating systems and minimum two years of experience in the technology field and/or end-user personal computing environments required. Strong customer service and communications skills are necessary. CompTIA A+ required.

**Proficiency in:** Windows 7 and older Windows versions operating systems; Microsoft Office 2007, 2010; antivirus software; desktop imaging.

**Knowledge of:** Microsoft's Active Directory tools; hardware and software installation; standard desktop concepts, including TCP/IP settings; troubleshooting network connectivity issues; mobile computing devices.

**Ability to:** interface with multiple levels of users, management, and technical staff in a professional manner; analyze technical problems and provide logical and effective solutions; read, interpret, and apply technical information from various resources; demonstrate strong, clear, and concise communication skills, both written and verbal; listen to and understand what is being described, with special attention to detail in transcribing communications into the Service Desk tracking system; trouble-shoot and support multiple levels of local and remote end-user problems; establish and maintain effective working relationships with those contacted in the course of work; apply tact, judgment, and discretion in resolving problems, and interpreting policies and guidelines; organize and establish procedures; work independently with a strong customer orientation; read, comprehend, and follow written instructions and documents; successfully pass a comprehensive background check and possess a valid driver's license at the time of hire.

## **WORK ENVIRONMENT AND PHYSICAL DEMANDS**

Work is typically performed in a workstation environment working closely with other Technical Support specialists. Much of the client contact is via phone and email. Incumbents must communicate with clients on the phone, via email, or in-person. Specialists must have the ability to read, write, and interpret information from written sources and on the computer. Retrieving information from the computer requires repetitive motions of the hand and wrist. Specialists may spend a significant amount of time sitting at a desk and workstation. Work requires the ability to bend, crawl, climb, stoop, and drive to offsite locations. Specialists must be able to lift or move equipment which may weigh up to 30 pounds.

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