

TECHNICAL SUPPORT SPECIALIST, PRINCIPAL

JOB PURPOSE AND SUMMARY

The Principal Technical Support Specialist leads and directs the work of other Technical Support Specialists within the workgroup, and can assign resources on a limited basis within a specific project scope. Provides advanced technical support to other Technical Support Specialists in troubleshooting desktop computer software or hardware problems. Performs analysis, testing, evaluation and technical support of desktop computers and all associated hardware and software for the Office of Budget and Information Services.

CLASSIFICATION DISTINCTIONS

The Principal Technical Support Specialist is the highest level classification within the Technical Support Specialist job family. Incumbents lead, direct, and provide support and technical direction to other Technical Support Specialists. The Principal level will act as project manager for the Technical Support Specialists on large complex projects for OBIS and/or county departmental technology projects.

KEY OR TYPICAL TASKS AND RESPONSIBILITIES

- Provide daily oversight and work assignments to team members.
- Research and analyze new software and hardware technology including applications software, operating systems, client server, and peripherals and evaluate compatibility issues with internal systems. Develop recommendations for management review
- Analyze and troubleshoot advanced computer hardware and software problems at the customer's site or over the phone. Implement appropriate corrective action.
- Work with customers evaluating specialized hardware/software needs. Assist customers in identifying appropriate technology to solve county department needs. Test and evaluate available new software for compatibility with existing systems and ensuring software meets the needs of the customer. Work with customers when implementing new programs.
- Establish and maintain working relationships with supply vendors.
- Assist departments with requests for hardware and software purchases. Create quotes from multiple vendor sources for customer's technology purchases.
- Develop small internal programs or scripts to enhance efficiency and streamline processes. Test, debug, and implement programs. Write technical and user documentation in support of program. Work with Systems and Programming staff in defining large, complex programming projects.

- Participate in the forecasting and development of the division's budget document.
- Participate in the development of the Technical Support division's short and long range projects. Research and recommend hardware and software in support of those projects.
- Develop written internal procedures and guidelines to assist the Technical Support Specialist staff in the performance of their duties.
- Maintain the Information Technology asset management system for hardware and software inventory. Produce reports on the hardware and software assets for departments as requested.
- Perform other related duties as assigned.

QUALIFICATIONS

Education and Experience:

Bachelor's degree in Computer Science, Business Administration or related field and four years' experience in hardware and software support; and possession of industry specific certification including but not limited to CompTIA's A+, Network+, Security+, Microsoft's MCSA, MCSE, MCP, and MCDST.

Any combination of training and experience that would provide the required knowledge, skills and abilities will be considered.

Knowledge of current principles of data processing and computer science; principles and techniques of systems programming and programming documentation; systems and applications software; operational characteristics of data processing equipment and peripherals; methods and procedures of computer software design, development, and maintenance; applicable programming languages; various computer operating systems and network operating systems; effective project management methods.

Ability to analyze complex technical problems and develop logical and effective solutions; research, evaluate, and recommend new hardware and software applications; read, interpret, and apply technical information from manuals; communicate clearly and concisely, both orally and in writing; establish and maintain effective working relationships with those contacted in the course of work.

WORK ENVIRONMENT AND PHYSICAL DEMANDS

Incumbents typically work in an office environment and may require prolonged work at a computer terminal. Work requires the ability to bend, crawl, climb, stoop, and work in a variety of settings in the installation, repair, and maintenance of hardware and software. Incumbents must be able to lift or move PCs, terminals, and peripheral equipment which may weigh up to 50 pounds.