

## **TECHNICAL SUPPORT SPECIALIST, SENIOR**

Perform complex specialized technical support for client microcomputers, minicomputers, and local area networks. Install new PCs and associated software. Act as Network Administrator in support of client Local Area Networks. Provide advanced troubleshooting and support for clients.

### **CLASSIFICATION DISTINCTIONS**

The Senior Technical Support Specialist is an advanced level classification within the Technical Support Specialist job family. Incumbents focus on client support in a PC or mini environment, and work independently providing a full range of client support.

The Senior Technical Support Specialist is distinguished from the Principal Technical Support Specialist in that the Principal Technical Support Specialist is focused on the research and evaluation of new software packages or new hardware platforms and provides the most advanced technical support to other Technical Support Specialists.

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

- Provide complex technical support to clients in support of their daily business functions.
- Work with various Information Technology departments at various local, state, and federal agencies to ensure efficient computer interaction between systems.
- Provide support to network and/or stand-alone networks. Install and configure new software, remove software, and add, change or remove client accounts. Monitor network for access time performance. Configure network operating system for efficient interaction.
- Troubleshoot and correct system problems. Identify source of hardware or software problem and take appropriate corrective action.
- Participate as a team member on Information Technology projects. May act as project lead on small to medium PC or mini computer related projects.
- Set-up clients with e-mail and schedule accounts in mini-system. Create shares and make available to the network. Verify data access requests for approval. Ensure system is secure from unauthorized computer access.
- Provide network printer management. Manipulate print jobs in the printer queue, abort or cancel jobs as needed or requested, re-enable printer as required.

- Develop scripts to automate or assist in automating tasks. Run tests and debug to ensure system runs correctly.
- Meet with clients to evaluate and identify user needs. Conduct client training on newly installed hardware and software systems.
- Perform other related duties as assigned.

## **QUALIFICATIONS**

### **Education and Experience:**

Bachelor's degree in Computer Science, Business Administration or related field and three years' experience in mini, micro, or data processing user support.

Or 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 including word processing, spreadsheet, file/disk management, and memory management software products; data transfer utilities applications; PC hardware configurations, including storage devices, printers, graphics, communications, and related software; operational characteristics of data processing equipment and peripherals; methods and procedures of software design, development, and maintenance; applicable programming languages; various computer operating systems and network operating systems.

**Ability to** analyze complex technical problems and provide logical and effective solutions; read, interpret, and apply technical information from resource 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 a variety of settings and locations. Work requires the ability to bend, crawl, climb, stoop, and drive to client sites in order to provide client support 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.

Office use: 6/22/00