



CLASS SPECIFICATION

Class Title: Technical Support Specialist I
Department: Information Systems

Class Code: 375
Eff. Date: 12/24/92
Grade: 16
Revised: 08/21/2017

GENERAL PURPOSE

Under general supervision from the Network Services Manager or Team Leader, performs semi-skilled and skilled work in the operational aspects and clerical work of the computer center.

EXAMPLE OF DUTIES (Any one position does not include all of the duties listed; nor do the listed examples include all duties which may be found in positions of this class.)

Responds in person or via telephone to user problems relating to a variety of hardware and software connected to the County systems including personal computers (PC), printers, and other related equipment and various software packages; Determines nature and resolution of basic problems; refers difficult problems to other staff and/or vendors.

Provides individual and/or group hardware and software instruction; provides assistance on specific computer applications.

Responsible for basic maintenance of equipment.

Responsible for placement and site configuration of all data processing equipment.

Operates a motor vehicle in a safe manner and in compliance with all Utah laws and regulations.

Performs related duties as assigned.

MINIMUM QUALIFICATIONS

1. Education and Experience:

Graduation from high school and one (1) year of technical training in Network Administration, Computer Science, Information Systems, or a closely related field, plus one (1) year of related full-time experience performing hardware configuration or similar duties, or an acceptable combination of education and experience.

2. Special Qualifications:

May be required to pass a criminal history background investigation.

Must possess a valid Utah Driver License.

Employees driving a personal vehicle while on county business must maintain the minimum vehicle liability insurance as specified in the Utah Code.

3. Necessary Knowledge, Skills, and Abilities:

Some knowledge of: Windows operating systems to include installation, configuration, and troubleshooting; PC hardware, configuration, troubleshooting, add-in boards, and network boards; local/wide area networking and associated equipment. Working knowledge of wireless client (laptops), Microsoft Office Suite and Google Apps.

Skill in using a keyboard proficiently.

This position may require the driving of a motor vehicle; skill in operating a motor vehicle in a safe manner; ability to insure motor vehicle is operating in a safe manner; knowledge of Utah motor vehicle rules and regulations.

Ability to: provide training on specific hardware or software applications; utilize basic functions of all software related to effective computer operations; utilize complete functions of all software related to effective computer operations; climb and descend ladders and other structures to perform installation or maintenance functions; perform body motions that include bending, stooping, kneeling, crouching, and crawling; work in small, cramped, and confined areas; lift, carry and move objects weighing up to 50 lbs.; follow written and oral instructions, communicate effectively (orally and in writing); establish and maintain effective working relationships with supervisors, other employees and departments, and the general public.