



CLASS SPECIFICATION

Class Title: Technical Support Specialist II
Department: Information Systems

Class Code: 376
Eff. Date: 4/20/95
Grade: 18
Revised: 08/16/2017

GENERAL PURPOSE

Under general supervision from the Network Services Manager or Team Leader, performs skilled work in the operational aspects 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 over the phone or in person 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 the problem. Identifies and troubleshoots network connectivity problems.

Provides individual and/or group hardware and software instruction; provides technical support to staff and users.

Provides basic assistance for the County computer systems and users which includes application troubleshooting, performing system backups and restorations, reorganizing files, etc.

Maintains inventory of computer equipment and supplies.

Reviews and recommends new software and hardware products. Assists in testing and setup of equipment; assists in troubleshooting of setup configuration. Installs hardware such as PCs, printers and other peripheral equipment; installs and updates software.

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:

Associate Degree in Computer Science, Information Systems or a directly related field, plus two (2) years of full-time related experience in LAN, computer science, information systems or a closely related field, or an acceptable combination of education and experience.

Preference for one or more of the following:

-Government work 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:

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

Skills in fiber termination, data and phone wiring. Must be able to use 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: utilize basic functions of all hardware and software related to effective computer operations; provide training on specific hardware or software application; be on-call for 24-hours/day for a 14 day block (one full pay period) on a rotational basis and respond for duty as needed;; 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.