



CLASS SPECIFICATION

Class Title: Technical Support Specialist III
Department: Information Systems

Class Code: 377
Eff. Date: 3/20/98
Grade: 21
Revised: 08/20/2017

GENERAL PURPOSE

Under general supervision from the Network Services Manager or Team Leader, performs complex 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.)

Design, implement, and administer agency computer systems. Performs system management and maintenance for County systems. Loads and upgrades system software on PCs and other systems. Maintains user, application, and file security; configures software to meet departmental needs. Responds to user problems with a variety of hardware and software connected to the County systems, determines the nature of the problem and resolves problems.

Responsible for training technical support staff; assists technical support staff in diagnosing and resolving problems with network file servers, telecommunications, modems, routers, bridges, PC, etc.

Responsible for configuration setup and testing of servers and PCs; performs troubleshooting on new equipment before implementation. Installs hardware such as PCs, printers and other peripheral equipment; installs and update software.

Participates in the development of the county data processing plan; performs ongoing testing and evaluation of hardware and software.

Evaluates new products and develop feasibility reviews, functional design specifications cost/benefits.

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:

Associates Degree in Computer Science, Information Systems or a directly related

field, plus five (5) years of related full-time experience in LAN, computer science, information systems or a closely related field, 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:

Thorough knowledge of: Windows operating systems to include network security, installation, configuration, troubleshooting; local/wide area networking component, installation, configuration and troubleshooting. Thorough understanding of PC hardware and software, configuration, troubleshooting, add-in boards and network boards.

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: assemble small wires, adapters, and parts; 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; 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.; establish and maintain effective working relationships with supervisors, other employees, departments and the general public; follow written and oral instructions; communicate effectively (both orally and in writing).