



CLASS SPECIFICATION

Class Title:	Technical Support Specialist I, II, III	Class Code:	I-375, II-376, III-377
Department:	Information Systems	Grade:	I-16, II-18, III-21
FLSA:	Non-Exempt	Eff Date:	09/09/1997
		Revised:	01/23/2025

GENERAL PURPOSE

Under general guidance from the IT Manager, End-User Technologies, supports County departments by ensuring proper computer operations: receiving, prioritizing, documenting, and actively resolving end user help requests by utilizing diagnostic and help request tracking tools, as well as providing in-person, hands-on help at the desktop level.

EXAMPLE OF DUTIES

TSS Level I:

Fields incoming help requests from end users via both telephone, in-person and electronic submission in a courteous manner.

Documents all pertinent end user identification information, including name, department, contact information, and nature of problem or request.

Builds rapport and elicits problem details from help desk customers.

Prioritizes and schedules tickets. Escalates tickets (when required) to the appropriately experienced technician.

Records, tracks, and documents the help desk request problem-solving process, including all actions taken through to final resolution.

Utilizes software updates, drivers, knowledge bases, and frequently asked questions resources on the Internet to aid in problem resolution.

Learns appropriate software and hardware used and supported by the organization.

Performs hands-on fixes at the desktop level, including installing and upgrading software, installing hardware, and configuring systems and applications.

Tests fixes to ensure problem has been adequately resolved. Performs post-resolution follow-ups to help requests.

Assist in performing project-based activities involving hardware or software deployment, maintenance, upgrades and cataloging.



CLASS SPECIFICATION

TSS Level II:

Assists TSS Level I group if necessitated by high call/request volumes.

Resolves issues that are escalated from Tier I support group. Provides feedback/training to Tier 1 group regarding resolutions and process.

Develops help sheets and frequently asked questions lists for Tier 1 support group and end users.

Configures, deploys and performs standard maintenance of end-user technologies including desktops, laptops, mobile devices, printers, scanners and audio-visual technologies.

Participates in special projects that may include activities like specialized hardware deployment and networking and associated processes.

TSS Level III:

Assists TSS Level I and II groups if necessitated by high call/request volumes.

Manages projects including hardware or software deployment, maintenance, upgrades and cataloging.

Works with third-party vendors where issues have been escalated to their support teams for final resolution.

Reviews support data to identify trends, completes root cause analysis and investigates and purposes long-term solutions.

Mentors and trains Level I and II personnel.

Creates and provides training to various user groups throughout the County.

Works with IT support managers to establish, document and implement industry-best practices.

Represents IT Manager in various capacities as requested.

MINIMUM QUALIFICATIONS

1. Education and Experience:

Technical Support Specialist I: Graduation from high school and one (1) year of technical training in Networking, Computer Science, Information Systems or closely related field, plus six (6) months of formal experience in support industry-standard hardware and software or an acceptable combination of education and experience.

Technical Support Specialist II: Associate Degree in Networking, Computer Science, Information Systems or a directly related field, plus two (2) years of full-time related experience in similar positions or an acceptable combination of education and experience.



CLASS SPECIFICATION

Technical Support Specialist III: Associate Degree in Networking, Computer Science, Information Systems or a directly related field, plus five (5) years of full-time related experience in similar positions or an acceptable combination of education and experience.

Career Ladder: This position is part of a career ladder job series (I/II/III). Incumbent in this classification may be eligible for career ladder advancement on her or his eligibility date after meeting the minimum requirements for the position, if recommended by his or her supervisor and approved by the department administrative officer.

2. Other Qualifications:

May be required to pass a criminal history background investigation.

Employees driving a personal or a county vehicle for job related travel must possess a valid driver license, maintain the minimum vehicle liability insurance as specified in Utah Code, and operate a motor vehicle in a safe manner; new employees with an out-of-state license must obtain a valid Utah Driver License within sixty (60) days of hire date (exceptions for military personnel and their dependents).

3. Necessary Knowledge, Skills and Abilities:

Knowledge of: standard computing platforms (networking, operating systems, business applications) and standard maintenance activities (installation, configuration and updates).

Skill in: troubleshooting and problem solving; using all applicable hardware and software applications. Must have excellent communication and customer service skills. Skills in using and troubleshooting standard hardware (Windows and Mac), software (G-Suite, Microsoft Suite) and basic OS, networking and database related systems.

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

Ability to: effectively listen and understand users; troubleshoot simple to complex issues; resolve computer hardware/software related issues in a timely manner; adapt and learn new skills; communicate effectively (verbally and in writing); follow written and verbal instructions; establish and maintain effective working relationships with supervisors, other employees and departments, and the general public.

WORKING CONDITIONS

Perform physical tasks that may include bending, stooping, kneeling, climbing and lifting/carrying/moving objects weighing up to 50 pounds.

Standard work schedule will include operational hours (7:00 am – 5:00 pm) and rotating after-hours support or project work.



CLASS SPECIFICATION

The above statements are intended to describe the general nature and level of work being performed by persons assigned to this job. They are not intended to be an exhaustive list of all duties, responsibilities and skills required of personnel so classified. ***All requirements are subject to possible modifications to reasonably accommodate individuals with disabilities.***