

**TECHNICAL SUPPORT SPECIALIST III (215)
TECHNICAL SUPPORT SPECIALIST II (205)
TECHNICAL SUPPORT SPECIALIST I (246)**

DEFINITION

Under close supervision, provides technical hardware, software and network support to City computer users, and troubleshoots any computer related problems.

ESSENTIAL FUNCTIONS

Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. This list of tasks is **ILLUSTRATIVE ONLY**, and is not a comprehensive listing of all functions and tasks performed by positions in this class. Incumbents in this class may not be required to perform all duties listed and may be required to perform additional, position-specific duties.

TASKS

Provides technical support to City computer users; installs, maintains and upgrades computer hardware and software; sets up new users, local profiles and emails; distributes network identities to City staff for access of computer programs and software; provides specialized user support services including diagnosis and resolution of problems and malfunctions in computer applications.

Troubleshoots hardware or software problems; researches and evaluates computer and network hardware and software to determine utilization; assists in optimizing computer and network performance; monitors network for reliability and availability; tracks, records and maintains inventory and warehouse stock.

KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS

Knowledgeable of computer hardware and software installation techniques

Knowledgeable of technical upgrades for computer and network related hardware and software

Knowledgeable of record keeping techniques and principles

Skilled in evaluating computer and network utilization and performance

Skilled in technical problem solving and troubleshooting

Skilled in establishing and maintaining positive and productive working relationships

Ability to perform essential duties with little supervision

Ability to effectively communicate verbally and in writing in English

WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS

Work is performed in an office environment. Work may require frequent standing, walking, bending and lifting up to 60 pounds. Incumbents in these classifications may be exposed to repetitive motion, vision to monitor and electrical current.

QUALIFICATIONS

Technical Support Specialist III - Microsoft Certified Systems Engineer (MCSE) designation and one year experience in computer repair and providing technical support to end users.

Technical Support Specialist II - A+ Certification, Microsoft Certified Professional (MCP) designation or equivalent education and experience.

Technical Support Specialist I – A+ Certifications combined with college level course work in Computer Science OR an equivalent combination of education and professional experience.