

SENIOR TECHNOLOGY SUPPORT SPECIALIST

MAJOR FUNCTION

This is an advanced technical position which installs, maintains, and makes board level repairs to system hardware and installs, configures, and upgrades computer software.

ESSENTIAL FUNCTIONS

The following statements describe the principal functions of this job and its scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including working in other functional areas to cover absences or relief, to equalize peak work periods, or otherwise to balance the work load.

- Assembles and installs computers, printers and other peripheral devices at all customer locations. Develop and maintain test records for products. Track damage to equipment from any source. Performs testing of software and hardware before and after deployment.
- Troubleshoots and repairs computer equipment and software. Resolve customer problems as they occur by using available resources such as coworkers, the Internet, or vendor support lines. Report any unresolved problems to network administrator for resolution.
- Updates and/or installs computer software. Coordinates with users for scheduling of computer software and/or hardware upgrades.
- Connects users to the network.
- Instructs other support staff on standard methods for trouble shooting, upgrades and installs. Trains other support in standard installation and maintenance procedures.
- Maintains inventory of all County computers, printers and software. Maintain equipment logs as to downtime, upgrades and current status.
- Provides training to users on the proper usage of computers and associated software. Conducts training at the user's location at time of installation or at any County facility.
- Performs follow-up on any and all work performed to ensure customer satisfaction and compliance with standards. Evaluates damages and repair costs. Evaluates equipment and software.
- Required to report to work at the appointed hour, as scheduled, and to work the entire assigned schedule.

SECONDARY FUNCTIONS

- Performs other duties as assigned.

SENIOR TECHNOLOGY SUPPORT SPECIALIST

CUSTOMER SERVICE

This is a front-line position for providing excellent customer service to other County employees and members of the general public. Personal contact occurs with other employees of the unit, employees of other departments in the County, citizens, and customers of the department. Service is provided in person or by phone contact.

SUPERVISION

Occasionally functions as a lead worker for a small group of employees (one to five) in the absence of a designated lead position. May review the work product of others. Provides guidance, advice, and assistance to others on work assignments. Provides work direction.

EDUCATION, EXPERIENCE, LICENSES, CERTIFICATIONS

Education and Experience

Vocational / technical training in micro-computer hardware installation, maintenance and repair and two years experience in diagnostics and troubleshooting of current hardware technologies, with broad experience in the use and application of current standard software packages; or High school diploma and four years related experience and training; or equivalent combination of education and experience.

Licenses

Valid Florida Drivers License.

Certifications

Novell CNA, CompTIA A+, or Microsoft MCP

JOB SKILLS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements are representative of the knowledge, skills, and ability required.

Language Skills

- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.
- Ability to write reports, business correspondence, and procedure manuals.
- Ability to effectively present information and respond to questions from of managers, clients, customers, and the general public.

SENIOR TECHNOLOGY SUPPORT SPECIALIST

Mathematical Skills

- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Problem Solving Ability

- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.
- Functions independently as an expert in matters of specialized code, analysis, or complex technical systems.

Specialized Skills and Abilities

- Experience working in a computer network environment.
- Ability to work with limited supervision.
- Familiar with cabling and wiring standards of the County's in use platforms and related technologies.
- Ability to organize material, analyze information, and develop appropriate recommendations.
- Ability to acquire and maintain knowledge of information systems trends through training and periodicals.
- Ability to remain calm in stressful situations.
- Ability to take a teamwork approach to the job by cooperating with others, offering to help others when needed, and considering larger organization or team goals rather than individual concerns. Includes the ability to build a constructive team spirit where team members are committed to the goals and objectives of the team.

PHYSICAL DEMANDS

While performing the duties of this job, the employee will occasionally be required to stand, walk, climb or balance, stoop, kneel, crouch, or crawl, talk or hear, taste or smell, and to lift up to fifty pounds; will regularly be required to sit; and will frequently be required to use hands to finger, handle, or feel, and reach with hands and arms. Vision requirements are close, color, and peripheral vision, depth perception, and ability to adjust focus.

SENIOR TECHNOLOGY SUPPORT SPECIALIST

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. While performing the duties of this job, the employee will occasionally be exposed to wet or humid conditions, high precarious places, fumes or airborne particles, toxic or caustic chemicals, outdoor weather conditions, extreme heat, and vibration; and will frequently be exposed to moving mechanical parts and risk of electrical shock. The typical noise level for this environment is moderate.

Established: 10/99

Pay Grade: 14

Job Description Number: 3105

Category: 3

Status: NE

Revised: 2/2004