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<b>Position:</b>	Technical Support Specialist I	<b>FLSA:</b>	Non-Exempt
<b>Department/Site:</b>	Information Technology Services	<b>Salary Grade:</b>	13
<b>Reports to/Evaluated by:</b>	Supervisor, Customer Services	<b>Salary Schedule:</b>	Classified

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### **SUMMARY**

Under the general direction of an assigned supervisor, provide professional technical support to department and site users for district supported devices and software. Duties include receiving and setup of new and re-purposed computers, basic helpdesk call and ticketing systems, front counter support, basic diagnostics on computer hardware, basic equipment configuration and installation, as well as help and troubleshooting on common connectivity, hardware, and software problems. Participates in the use of technologies and support systems used in the deployment and management of district assets. This position requires effective communication, teamwork, and collaboration when analyzing and resolving problems or developing solutions.

### **DISTINGUISHING CAREER FEATURES**

The Technical Support Specialist I is the first in a three-level career path for generalist technical support to personal computer workstations. Advancement along this ladder may occur through mastery with computers and connectivity, as well as a full range of computer software and training, data and telecommunications, and networks. At Level I, in addition to general operational tasks, incumbents are expected to respond to inquiries and assist personal computer users with routine instruction and troubleshooting of common software and hardware problems. This level requires basic troubleshooting skills, understanding of basic network operations, and basic hardware diagnostics. The ability to communicate and interact with users in person and over the phone is required. Knowledge equivalent to A+certifications are essential for Level I. At Level II, the position is capable of understanding intermediate network connectivity and troubleshooting a variety of computer workstation and computer-to-network problems, basic network operations and diagnosis, computer security, formal training in common software, hardware diagnostics, or basic telecommunications setup and configuration. MTA certification or equivalent knowledge is required. At Level III, the job expands into multiple areas and departmental applications; advanced troubleshooting, complex installations, terminal services, and the use of system tools for diagnostics. Network specialists will use system tools for diagnostics and perform complex installations. Software experts will install, train, and perform diagnosis on more advanced software. Knowledge and use of system's management software, such as Microsoft System Center, along with MCSA certification would be essential. Incumbents take responsibility for assigned area servers and being the department contact for sites. Level IV is the top level in this ladder. Industry certifications such as MCSE or equivalent knowledge are essential and a leadership role would be assumed.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Support district and department operations, policies, objectives, and goals.
- Work collaboratively and across teams to develop, promote, and support technology solutions for users.
- Work with all customer service support systems, including call and ticketing systems, to provide professional technical support and customer service for users with account, connectivity, hardware, software, or other technically related user issues
- Manage assigned tickets, projects, and support requests in an efficient and timely manner to meet department target objectives on response and resolution times
- Comment and provide information on assigned tickets to adequately inform users of status or escalate the issue to the next level

- Prepare basic documentation for various technical support issues or instructional use. Develop and maintain documentation supporting assigned and related areas of responsibility
- Communicate with users in a professional manner using patience, courtesy, and empathy to provide customer satisfaction
- Install, configure, patch, upgrade, and maintain operating systems and software on district devices. Troubleshoot, and diagnose basic system and software issues to resolve or escalate.
- Monitor security on district devices using approved systems, software, and tools. Advice of compromised devices or accounts to mitigate risk to network or systems
- Deliver, setup, connect, and configure computers, printers, and peripherals at various district locations
- Troubleshoot basic hardware issues and perform approved minor hardware repair or parts replacement and coordinate with the Repair Technician for replacement parts, repairs, and warranty work while maintaining related documentation for departmental workflow and warranty claims as necessary
- Troubleshoot and perform initial diagnostics on basic network connectivity problems in order to resolve or escalate the connectivity issue
- Provide training in the use of district technology hardware, software, and systems to the extent of expected position knowledge.
- Work with, and learn from, team and project mentors
- Perform other duties as assigned that support the overall objectives of the district

## **QUALIFICATIONS**

**Knowledge and Skills:** Requires basic technical knowledge of computer hardware and the electronic components attached or found within, including the corresponding terminology. The candidate must have a basic knowledge of the relationship between the operating system and applications. Knowledge of the steps, techniques, and complexities associated with setting up and configuring computers, connecting to networks, the relationship and use of input and output components. Requires adequate verbal and writing communication skills to explain and convey technical concepts to non-technical users and conduct small group or individual instruction and technical assistance on the use and application of common PC and district software and other technical subjects.

**Abilities:** Must be able to perform all of the relevant duties of the position with only general supervision. Can prioritize and complete work assignments to meet schedules and deadlines. Works effectively in a team environment. Requires the ability to understand and analyze common technical problems and to develop and apply appropriate solutions. Requires the ability to read, understand and apply information from technical manuals and documentation. Requires the ability to clearly and concisely document, in writing, the steps for troubleshooting and solving hardware and software issues.

**Physical Abilities:** Requires ambulatory ability to move to various office and classroom-type locations and to bend, stoop, crawl, climb ladders, and reach to install cables and equipment. Requires sufficient hand eye co-ordination and dexterity to make small component connections. Requires sufficient visual acuity to read technical documents and instructions and align small components. Requires sufficient auditory ability to carry on routine conversations. Requires the ability to lift, push, and pull objects of heavy weight (less than 75 lbs.) on an occasional basis. Requires the ability to work in confined areas with noise variations, dust, and limited ventilation. Ability to sit for extended periods of time.

**Education and Experience:** : The position requires an Associate's degree with course work in computer hardware and software components, operating systems, and data communications software, plus one year of experience in a computer hardware/software user support environment. Additional experience may substitute for higher education.

**Licenses and Certificates:** Requires a valid driver's license. An A+ certification or equivalent knowledge is required.

**Working Conditions** Work is typically performed indoors where some safety considerations exist from physical labor, positioning in cramped areas, and handling of medium weight, yet, awkward materials. Travel to and from sites may be frequently required. Candidates must have their own transportation.