CITY OF KENT
POSITION DESCRIPTION

Position Inventory Number: _____

Classification Specification: __Technical Support Specialist I_____

Salary Range: _____NR27_____

Position Description: _Technical Support Specialist I_____

Incumbent: _____

Location: ____Information Technology Department_____

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GENERAL PURPOSE:

Under the direction of the Technical Services Manager, or designee, the Technical Support Specialist I performs a variety of technical duties by responding to telephone calls for technical assistance and providing appropriate customer service at the Service Desk.

Work is characterized by duties in support of citywide computer and technology systems. The incumbent provides support and resolves customer technology problems by telephone, and in some cases, in person; develops and maintains computer, telecommunications, and peripheral inventory as directed. This position provides first-line support and passes more difficult problems to more experienced or specialized personnel as necessary. The incumbent also provides routine support for the data center and general information technology operations by monitoring the application system and server status; replacing media when needed by systems (disk, tape, etc), preparing printed reports, checks, and drafts; and basic data center environmental checks and log maintenance. The predominant responsibilities of this position are assisting customers via telephone at the Service Desk, although the incumbent may have limited opportunities to assist customers in the field.

Work is performed under general supervision. The supervisor defines the objectives, priorities, deadlines, and performance standards and assists the incumbent with unusual situations that may not have clear objectives or precedents. The incumbent performs work in accordance with instructions and established procedures and standards. Work is evaluated on both technical and customer service skills related to established policies and procedures.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Provide first-level support for citywide personal computer systems and their applications by determining problem origin, whether it is caused from customer, hardware, or software conflicts; may correct some software problems by explanation over the phone, via remote connection to City employees' computers or in some instances, visiting the employee's work site.

Provide call support, tracking, and routing to the appropriate resources.

Provide call status reports as requested.

Processes, logs, and administers telecommunications billing information

Collects information and prepares reports on Information Technology statistics.

May schedule or provide routine and on-call maintenance for personal computer, or peripheral equipment including upgrades and software updates, as well as placement of personal computers by assisting in IT staff scheduling.

Attend meetings, seminars, conferences, and training sessions to maintain current knowledge of computer applications.

Maintain checkout equipment.

Become familiar with, follow, and actively support the vision, mission, values, and behavior statements of the department and the City.

PERIPHERAL DUTIES:

Perform related duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

KNOWLEDGE OF:
- Various City standard workstation application software (Microsoft Office, Microsoft Outlook, and Windows Operating System)
- Modern office practices, procedures, and equipment
- Local Area Network (LAN) and Wide Area Network (WAN) systems, voice and data networks, network protocols, devices, related networking concepts, and technical aspects of networking
- Capabilities of personal computers and peripheral equipment
- Recordkeeping techniques
- Correct English grammar, spelling, punctuation, and vocabulary
- Interpersonal skills using tact, patience, and courtesy
- Effective customer service skills and concepts

SKILLED IN:
- Analyzing computer problems, pinpointing the cause, and providing effective solutions
- Communicating complex technical ideas in lay-person's terms
- Communicating effectively both orally and in writing
- Answering multiline telephone

ABILITY TO:
- Learn computer software packages and specific customer applications quickly and effectively
- Operate a variety of computers and related equipment including personal computers, printers, interfacing hardware, and software packages
- Provide technical expertise and assistance to department staff and customers
- Understand and evaluate needs of customers
- Establish and maintain effective working relationships with co-workers, City staff, officials, vendors, and consultants
- Work independently with little supervision

- Work in a team environment to help solve complex problems
- Understand and follow oral and written directions
- Plan and organize work to meet schedules and timelines
- Read and interpret documents such as policy manuals, technical computer manuals and procedures, and business periodicals
- Prepare and maintain clear and accurate routine reports, correspondence, and procedures
- Respond to common inquiries or complaints from customers
- Effectively present information and respond to questions from customers
- Add, subtract, multiply, divide; compute fractions, ratios, percentages, and proportions; draw and interpret graphs and charts; apply these concepts to practical situations
- Apply common sense understanding to solve practical problems and deal with several variables in standardized situations
- Work on several projects concurrently
- Communicate effectively both orally and in writing
- Analyze situations accurately and adopt an effective course of action

MINIMUM EDUCATION AND EXPERIENCE REQUIRED:

Education: High school diploma, or equivalent, with some college-level or technical training with specialized course work in computer science, personal computer operations, or related subject; and

Experience: Three (3) years of general office experience with an emphasis on customer contact.

Or: In place of the above requirement, the incumbent may possess any combination of relevant education and experience which would demonstrate the individual's knowledge, skill, and ability to perform the essential duties and responsibilities listed above.

LICENSES AND OTHER REQUIREMENTS:

- Valid Washington State Driver's license, or the ability to obtain within thirty (30) days of employment
- Must be able to successfully pass the City's pre-employment driver's records check
- Experience in the following required: personal computer applications; Microsoft Office Suite; Windows 2000 or XP operating system.
- A total of two (2) years of hardware/software technical support experience highly preferred

MACHINES, TOOLS AND EQUIPMENT USED:

Typical business office machinery and equipment including, but not limited to, personal computer, minicomputers, printers, scanners, telephone, fax and copy machine, cellular phone, pager, calculator, and overhead projector.

The incumbent may also be required to operate a City vehicle to travel to and from customer sites.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be

made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use arms, hands and fingers to reach, handle, feel, or operate objects, materials, tools, equipment or controls. The employee is frequently required to sit, stand, walk, hear and talk normally with or without mechanical assistance. The employee is occasionally required to stoop, kneel, crouch, and crawl under desks and panels, lift in excess of 50 pounds.

Specific vision abilities required by this job include close, distance, color, and peripheral vision; depth perception; and the ability to adjust focus.

WORKING CONDITIONS:

Work is performed in various City departments in typical office. Work is performed in a typical information technology environment, which includes an office, a technical workstation, a computer room with a controlled environment, as well as working with customers on site. The incumbent is subject to driving to various customer sites by personal or City vehicle; may be exposed to customers, contractors, and vendors/suppliers who may possibly be irate or hostile. The noise level in the work environment is usually moderate to loud.

SIGNATURES:

_____   _____
Incumbent's Signature   Date   Supervisor's Signature   Date

Approval:

_____   _____
Department Director/Designee   Date   Employee Services Director/Designee Date

** Note: This document will be reviewed and updated annually at the time of the employee's performance appraisal; when this position becomes vacant; or, if the duties of this position are changed significantly.

Revised: 01/15/08