



Computer Support Specialist SALARY GRADE: 18

PURPOSE OF POSITION: Provide technical assistance, support and solutions to internal and external customers through the installation, deployment and utilization of computer systems and related technology.

ESSENTIAL FUNCTIONS:

- Provides technical hardware and software support to end users.
- Utilizes various communication and connectivity methods (RDP, Telenet, telephone, etc.).
- Provides solutions to end user questions on the usage of hardware and software applications.
- Performs testing and evaluations of various technologies.
- Provides patches and temporary fix support.
- Assembles computer components.
- Installs and configures computer software.
- Configures peripheral devices.
- The intent of this class description is to provide a representative summary of the types of duties and responsibilities that would be required of classifications given this title and shall not be construed as a declaration of the specific duties and responsibilities of any particular position. Incumbent may be required to perform job-related tasks other than those specifically presented in this job description.

JOB BASED COMPETENCIES:

- Skilled in Microsoft applications (Office, SharePoint, Project, etc.), publication and graphic software.
- Ability to investigate computer problem, conduct research, determine a course of corrective action and implement solution.
- Knowledge of data principles, system design, equipment, operating characteristics, capabilities, limitations, requirements, procedures and terminology.
- Knowledge of and skill in data equipment installation, maintenance and repair.
- Knowledge of data software and protocols.
- Knowledge of applicable statutes and regulations governing data systems and networks.
- Knowledge of applicable occupational safety and health precautions.
- Ability to analyze technical problems and do abstract problem solving.
- Ability to communicate technical and other data effectively and clearly, both orally and in writing, and to prepare and present succinct, coherent and technically accurate reports.
- Ability to establish and maintain effective working relationships within the department, other City departments, officials and the general public.
- Ability to process information logically and solve problems.
- Ability to effectively service a diverse community.
- Ability to be an effective team member.
- Ability to multi-task and balance the demands of multiple projects.

PUBLIC CONTACT: Routine direct personal contact with all levels of the organization. May occasionally have direct personal contact with vendors and constituents. As such, may represent one of the many public faces of the Information Technology Department. A customer centric attitude through courteous and professional conduct is essential.

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ORGANIZATIONAL STATUS: Under the direction of and responsible to the Department Head or designated representative.

SUPERVISION EXERCISED: Generally, there is no supervision exercised, although may serve as a member of project team(s).

PHYSICAL REQUIREMENTS: This is light to moderate work requiring the exertion of 40 pounds of force occasionally and up to 10 pounds of force frequently. The work requires visual acuity to operate computer equipment and for reviewing, checking, preparing and maintaining written and computer files. Manual dexterity is required operate standard office, data entry, word processing and other computer equipment. Incumbent is required to have sufficient hearing ability to perceive information at normal spoken word levels.

MINIMUM QUALIFICATIONS:

Computer Support Specialist Job Code: 03.06 Salary Grade: 18 FLSA Status: Non-Exempt Union: Represented	<ul style="list-style-type: none">• High School Diploma or GED.• Two (2) years relevant experience in computer support.• CompTIA A+ certification.• CompTIA Network+ certification.• One (1) Microsoft MCTS or MCITP certification in one of the following areas: Desktop o/s, Office, Server, Project, SharePoint, Exchange, SQL, or ForeFront.
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TRAINING REQUIREMENTS: ICS 100 and IS 700