



Where Life is Sweet

City of Hermiston, Oregon Position Description

Job Title: Technology Support Specialist

Department: Information Technology

General Statement of Responsibilities

The Technology Support Specialist is responsible in supporting technology related projects based on the needs of the City. Must rely on knowledge and experience to successfully execute a variety of tasks. The Technology Support Specialist works directly with internal customers by answering calls or responding to e-mails sent to the Help Desk, diagnosing functioning issues, and documenting requests for service. Positions in the classification provide a full range of support services to system users in the full use and operation of computer systems hardware and software.

Supervision Received

Works under the direction of the IT Director who reviews work primarily on the basis of results attained.

Supervision Exercised

Supervision is not typically a requirement of this position.

Examples of Duties - Essential Functions

1. Manages and monitors help tickets, repair requests
2. Provide technical assistance to desktop computer users, in the full use and operation of computer systems hardware and software
3. Assist users with computer problems, debugging of software and equipment malfunctions
4. Install, configure, troubleshoot, and test various system and application software, personal computers, laptops and peripheral devices, replace components as needed
5. Research updates and fixes for applications, hardware and operating systems
6. Complete preventative maintenance and scheduled upgrades to existing computer equipment
7. Document problems reported by staff and staff requests in precise detail in a way to provide knowledge to other professionals who may provide further assistance
8. Train and develop training for end users on systems, applications, and technical processes
9. First point of contact for technical assistance from technology users
10. Basic trouble shooting of computer software
11. Collaborates with department staff to address service requests
12. Develops specifications for a variety of technology projects, including setting timelines, scheduling installation and communicating with appropriate people
13. Provides documentation, project tracking and management reporting
14. Maintains a current knowledge of servers, and other network equipment
15. Support Director and Engineers in project planning and implementation

Screening Criteria**Education and Experience:**

- High school diploma or equivalent;
- Minimum four (4) years IT experience, certification and training preferred;

Special Requirements/Licenses:

- A valid Oregon driver's license and proof of an acceptable driving record are required

Knowledge of: Proven knowledge of network experience; understanding of computer concepts in hardware and software; working knowledge of technology. Operation, use and capabilities of computer equipment; Methods and techniques used to maintain and repair computer equipment; Understand and carry out written and oral instructions; read and understand maintenance manuals and to work from sketches, drawings and diagrams.

Skills: Must have excellent organizational skills; the ability to work independently without supervision. Strong interpersonal, written, and oral communication skills. Strong customer service orientation. Experience working in a team-oriented, collaborative environment.

Ability to: Ability to work independently, without detailed supervision; work cooperatively with co-workers; respond promptly to needs; prioritize and plan work activities and use time effectively.

Physical Demands of Position: *The physical demands listed below represent those that must be met by an incumbent to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with qualified disabilities to perform the essential functions.*

Manual dexterity and coordination are required for over half of the daily work period (about 80%) which is spent sitting while operating office equipment such as computers, keyboards, telephones, and driving; and while moving equipment and office supplies. While performing the duties of this position, the employee is frequently required to stand, walk, reach, bend, kneel, stoop, twist, crouch, climb, balance, see, talk, hear, and manipulate objects. The position requires some mobility including the ability to lift and/or move materials under 5 lbs. frequently, 5-60 lbs. rarely. This position requires both verbal and written communication abilities.

Working Conditions: *The work environment characteristics described here are representative of those an employee encounters while performing 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 position, the employee is primarily working indoors in an office environment. Occasionally subject to driving conditions. The noise level in the work environment is usually moderate and lighting is adequate. Employee may be required to work outside of normal work hours such as evenings, early mornings, and/or weekends. Requires travel, to and from job sites within local region, and travel occasionally from two to seven days in duration, for conferences and trainings.

This description covers the most significant essential and auxiliary duties performed by the position for illustration purposes, but does not include other occasional work, which may be similar, related to, or a logical assignment for the position. This job description does NOT constitute an employment agreement between the employer and employee, and is subject to change by the employer as the organizational needs and requirements of the job change.