TECHNOLOGY SUPPORT SPECIALIST I

NATURE OF WORK

This is responsible technical work in the use and development of microcomputer hardware and software used to support the City and County computer environment.

Work involves responsibility for providing technical assistance to City and County customers in the use of end-user oriented computer applications and office technology solutions. Work also includes use of new hardware and software. This classification is designed for departments utilizing robust and varied technologies. Work is performed under the general supervision of the Technology Support Supervisor.

EXAMPLES OF WORK PERFORMED

Provides technical assistance to customers for end-user oriented computer applications, office technology solutions and networking systems.

Provides technical assistance to e-mail customers to include upgrades, installations, performance monitoring and development of applications.

Designs, develops and supports customer applications for computers; meets with customers to determine program requirements; prepares documentation and related information.

Installs new hardware and software packages in order to upgrade existing systems; trains customers in the use of hardware and software.

Researches and resolves reported problems; diagnoses computer and office technology problems in hardware and software; performs repairs as needed.

Assists in the evaluation of new systems software packages and new hardware.

Collaborates with teams members and management regarding errors that occur to determine and perform required corrective action to meet the customer's needs.

Confers with hardware vendors to answer questions and provide assistance.

Monitors production schedules to meet deadlines and achieve optimum utilization of equipment and team members.

Maintains records of projects, hardware and software.

Performs related work as required.

DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of the functions and capabilities of computer hardware.

Knowledge of software installation and maintenance.

Knowledge of computer capabilities and associated networking equipment.

Knowledge of e-mail related hardware and software to include installation and maintenance.

Knowledge of database management, systems and technology.

Ability to analyze problems and organize their component parts into logical steps.

Ability to establish and maintain effective working relationships with supervisors, co-workers and customers.

Ability to manage multiple responsibilities concurrently.

Ability to communicate effectively both orally and in writing.

Ability to utilize technical manuals relating to programming languages, system operations and database management.

DESIRABLE QUALIFICATIONS

Possession of Microsoft Certifications including, but not limited to Microsoft 365 Certified Fundamentals, Modern Desktop Administrator Associate, and Security Administrator Associate: Microsoft Certified Azure Fundamentals, Azure Developer Associate, Power Platform Fundamentals or Security, Compliance, and Identity Fundamentals, or equivalent.

MINIMUM QUALIFICATIONS

Associate's degree in computer science or related field and six months experience in the use of computer equipment; or any equivalent combination of training and experience that provides the desirable knowledge, abilities and skills.

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