

TECHNOLOGY SUPPORT SPECIALIST II

NATURE OF WORK

This is advanced technical work in the development, installation, implementation, use and support of computer hardware and software, and other integrated technology to support the City and County business environment.

Work involves responsibility for providing advanced technical assistance to City and County customers in the use of computer programs and applications. Work also includes maintaining detailed records of hardware and software; preparing reports; assisting in the preparation of bid specifications; and evaluating hardware and software needs. Technical assistance will be provided to Technology Support Specialist I's. 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

Leads subordinate staff and provides direction pertaining to any computer related questions.

Provides technical support, direction and training to customers for end-user oriented computer software, unique agency applications and networking systems.

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

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

Trains customers in the operation of computer hardware and software.

Installs or assists in the installation of new computer systems, and hardware and software upgrades to existing systems; diagnoses problems in hardware and software; performs appropriate repairs.

Analyzes, reviews, and develops security solutions for complex enterprise systems; integrates security solutions across varying platforms and systems.

Designs, develops, and integrates enterprise network solutions including switches, routers, access points, controllers, desktops, servers, tablets, laptops, phones, audio conferencing, video conferencing, instant messaging, email and file sharing.

Maintains records of projects, hardware and software; prepares reports and bid specifications.

Performs related work as required.

DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS

Considerable knowledge of the functions and capabilities of computer hardware.

Considerable knowledge of software installation and maintenance.

Considerable knowledge of computer capabilities and associated networking equipment.

Considerable knowledge of e-mail related hardware and software to include installation, maintenance, upgrade, administration and training.

Considerable knowledge of database management, systems and technology.

Considerable knowledge of computer hardware and components.

Knowledge of mainframe emulation products including installation and configuration.

Ability to design and install Ethernet networks.

Ability to exhibit independent judgment and initiative in analyzing hardware, software and application systems and to make sound recommendations and modifications.

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.

MINIMUM QUALIFICATIONS

Graduation from an accredited four-year college or university with major coursework in computer science or related field with a minimum of two (2) years of experience as a Technology Support Specialist I and successful completion of job-related examination; or any equivalent combination of training and experience that provides the desirable knowledge, abilities and skills.