

Title: IT Support Specialist II
PG: 45
Status: Civil Service
Position Reports to: IT Support Administrator
Department: Department of Information Technology

Class Code: 3128
Date: 09/08

GENERAL DESCRIPTION OF CLASS:

This is a technical and analytical position dealing with City of Lakeland personal computer systems. This position functions in a lead role which includes assigning, instructing and checking the work of other employees. It also involves analysis, design methods and procedures for automation on personal computers and the use of appropriate software.

ESSENTIAL FUNCTIONS:

1. Analyzes and corrects PC network problems and coordinates equipment upgrades and software installations with user departments to minimize interruptions.
2. Assembles new computer hardware.
3. Loads stand-alone and network versions of software onto networks and upgrades and repairs existing equipment.
4. Receives and tracks incoming work orders; verifies that paperwork is accurate and complete.
5. Tracks and logs software licenses and maintains an inventory of personal computer equipment.
6. Operates, maintains, troubleshoots and repairs personal computer systems and peripherals located throughout the City.
7. Operates a City vehicle to travel to various City facilities to perform assigned duties.
8. Provides wireless network support.

ADDITIONAL RESPONSIBILITIES:

1. Performs related work as required.

KNOWLEDGE, SKILLS & ABILITIES:

1. Thorough knowledge of operating characteristics of personal computers.
2. Knowledge of print handling and queuing under various Microsoft operating systems.
3. Knowledge of Microsoft network security.
4. Knowledge of wireless networking installation and troubleshooting.
5. Knowledge of wireless networking 802.11 A/B/G/N and Cellular.
6. Ability to add users and computers to a domain.
7. Ability to assemble personal computers into working systems compatible with City networks.
8. Ability to upgrade and repair existing equipment.
9. Ability to move and install moderately heavy computer equipment.
10. Ability to understand complex oral and written instructions.
11. Ability to establish and maintain effective working relationships with co-workers, supervisors and vendors.

WORKING ENVIRONMENT/CONDITIONS:

Requires sedentary work that involves walking or standing some of the time, exerting up to 50 pounds of force on a recurring basis, and routine keyboard operation.

The job risks exposure to power plant conditions, at times requiring proper foot, eye & head attire, and also has exposure to bucket trucks.

There is also exposure to bright/dim light in various circumstances, locations & due to computer monitors.

The job requires normal visual acuity, and field of vision, hearing, speaking, color perception, sense of taste, sense of smell, depth perception and texture perception.

QUALIFICATIONS (EDUCATION, TRAINING, AND EXPERIENCE):

1. High school diploma or its equivalent.

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2. Successful completion of PC hardware and software training courses to include EITHER an accredited technical training program, which includes electronics and computer repair OR completion of Computer Services Technology courses at a technical school.
3. Must possess A+ and Network + certification.
4. Must have at least one (1) certification toward completing Microsoft Certified System Engineer.
5. Three (3) years of experience in the installation and configuration of personal computers and direct support of network and network software.
6. An equivalent combination of education and experience, which is directly related to the foregoing specific requirements, may be substituted.
7. Must be able to successfully complete the training and obtain the certifications (if available) for new technologies utilized by the City.
8. Obtain Bucket Truck Certification within six (6) months.

SPECIAL REQUIREMENTS:

1. Must possess a valid state of Florida driver's license.
2. Must possess a valid phone number.
3. Must be able to work extended hours as necessary to provide operational effectiveness.
4. Must be able to work "call out" as necessary to provide operational effectiveness.
5. May be required to work overtime, or alternate hours, as necessary for the efficient operation of the department. Position may be designated as Mission Critical by Department Director.