

**Title:** IT Support Specialist I  
**PG:** 40  
**Status:** Civil Service  
**Position Reports to:** IT Support Administrator  
**Department:** Department of Information Technology

**Class Code:** 3127  
**Date:** 02/10

**GENERAL DESCRIPTION OF CLASS:**

This is a technical position supporting the City of Lakeland's computer related hardware, software and network infrastructure. This position includes, but is not limited to, providing helpdesk support to City of Lakeland employees and business partners verbally, remotely and on-site.

**ESSENTIAL FUNCTIONS:**

1. Assists in the setup and deployment of new computer hardware.
2. Assists in evaluating, installing, and supporting network based and stand alone software.
3. Assists in receiving and tracking incoming work orders; verifies that paperwork is accurate and complete.
4. Assists in tracking and logging software licenses and maintaining an accurate inventory of personal computer equipment.
5. Assists in analyzing and correcting network problems
6. Assists in operating, maintaining, troubleshooting and repairing personal computer systems and peripherals located throughout the City.
7. Operates a City vehicle to travel to various City facilities to perform assigned duties.

**ADDITIONAL RESPONSIBILITIES:**

1. Performs related work as required.

**KNOWLEDGE, SKILLS & ABILITIES:**

1. Knowledge and understanding of computer hardware and software.
2. Knowledge of network and personal print handling and queuing.
3. Knowledge of computer networking in an Active Directory domain environment
4. Ability to learn and troubleshoot the City's computer programs.
5. Ability to install, configure and remove PC and laptop components.
6. Thorough knowledge of all Microsoft Windows operating systems.
7. Thorough knowledge of Microsoft Office products including Outlook.
8. Ability to move and install moderately heavy computer equipment.
9. Ability to understand complex oral and written instructions.
10. Ability to establish and maintain effective working relationships with co-workers, supervisors and vendors.
11. Ability/willingness to perform work safely and to report unsafe practices/situations to the appropriate supervisor.

**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.

There is also exposure to bright/dim light in various circumstances, locations and 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.

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**QUALIFICATIONS (EDUCATION, TRAINING, AND EXPERIENCE):**

1. High school diploma or its equivalent.
2. Successful completion of Computer Services Technology courses at either a technical school or an accredited college.
3. Must be able to obtain A+ within six (6) months and Network + certification within 1 (one) year of employment.
4. Ability to complete Microsoft certification courses.
5. At least 2 (two) years of experience with personal computer operations or technical support.
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.

**SPECIAL REQUIREMENTS:**

1. Must possess a valid contact phone number.
2. Must possess a valid state of Florida driver's license.
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.