

Title: IT Support Specialist III
PG: 49
Status: Civil Service
Position Reports to: IT Support Administrator
Department: Department of Information Technology

Class Code: 3129
Date: 09/08

GENERAL DESCRIPTION OF CLASS:

This is responsible technical work serving as a team leader coordinating and assisting in the design, implementation and use of microcomputers, software applications and related equipment. An employee assigned to this position assists in developing and maintaining personal computer standards and procedures through making recommendations. Work is performed under general direction and is reviewed through observation, conferences and written reports.

ESSENTIAL FUNCTIONS:

1. Performs technical work in the use of all of the City's personal computers and related equipment.
2. Performs project management for citywide information technology projects and initiations.
3. Provides technical assistance to City staff by responding to a wide variety of technical end-user trouble calls.
4. Coordinates and assists in the design of computer hardware and software systems by meeting with users and making recommendations.
5. Coordinates and assists in the implementation of computer systems by supervising the installation of computers and software applications
6. Directs the installation of various personal computers and peripheral devices including set-up, installation of standard and special purpose software applications and connection to the City's network.
7. Operates a City vehicle to travel to various City facilities to perform assigned duties.
8. Operates bucket truck when necessary.

ADDITIONAL RESPONSIBILITIES:

1. Performs related work as required.
2. Assumes duties of IT Support Administrator as necessary.

KNOWLEDGE, SKILLS & ABILITIES:

1. Thorough knowledge of personal computer software and hardware technology.
2. Skill in the use and installation of personal computer and related equipment.
3. Ability to diagnose and solve complex problems related to the operation of personal computers and related equipment and software.
4. Knowledge of wireless networking installation and troubleshooting.
5. Knowledge of wireless networking 802.11 A/B/G/N and Cellular.
6. Ability to train and coordinate the work of subordinate personnel.
7. Ability to establish and maintain effective working relationships as necessitated by the work.
8. Ability to communicate effectively, both orally and in writing.

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.

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QUALIFICATIONS (EDUCATION, TRAINING, AND EXPERIENCE):

1. High school diploma or its equivalent.
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 be a Microsoft Certified System Engineer and also possess Cisco Wireless Network Administration certification.
5. Four (4) 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 contact 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.