



CLASS SPECIFICATION FOR:

Department Technology Specialist II

General Statement of Duties:

Provides advanced, moderately complex, Tier II technical support to end users in one assigned County department, which may include supporting department staff and/or operations at multiple locations; troubleshoots and resolves moderately complex end-user, connectivity, functionality and operational issues for assigned department's technologies and equipment; performs basic querying, scripting and coding as needed; generates basic department-specific reports; does related work as required.

Distinguishing Features of Class:

Routinely provides Tier II support which includes Tier I plus providing more technical, moderately complex troubleshooting and support to a wide range of department-specific equipment, equipment and technologies; utilizes advanced debugging and diagnosis skills; checks for known solutions and implementing known solutions with minimal guidance; undertakes and completes more complex testing and issue resolution with minimal guidance or assistance. Work generally includes providing first line response to a broad range of end-user requests for moderately complex break/fix assistance; advanced, moderately complex, technical support for personal computers (desktops, laptops, etc.), telecommunications, wireless devices, department-specific equipment and systems; troubleshooting issues for both software and hardware problems as well as department specific equipment; troubleshooting and issue resolution for software such as common business software and office automation software, various assigned third-party (commercial off the shelf (COTS)) and County-developed software and systems; training and assisting end-users with department-specific equipment and peripherals, wireless devices and phones, resolving connectivity issues, and resolving end-users' issues for all applications, systems, software, and related equipment and peripherals in one assigned department; creating and completing work orders in a shared or department-specific work order system for technology related issues. Work is performed independently with general supervision. Researches and resolves, or recommends resolution, of a wide variety of problems or questions with unusual issues referred to the supervisor or appropriate IT Department staff.

Examples of Assigned Duties *(illustrative of the types and scope of duties and responsibilities assigned to positions in this class):*

Proficiently performs the same duties and responsibilities of a Department Technology Specialist I plus:

- Provides Tier II advanced moderately complex technical support, including troubleshooting and diagnosis, for the assigned department's current computer hardware and a broad range of related peripheral devices, current software, applications, databases, and systems, wireless devices and telecommunications, equipment and technologies, and all department-specific equipment to end-users in one assigned department which may include supporting staff and operations at multiple locations Countywide;
- Installs, configures, upgrades, maintains, supports, services and replaces all types of department-specific hardware and software and department-specific equipment and devices, which may include a broad range of A/V, wireless and telecommunications equipment upgrades, expansions and replacements;
- Routinely serves as the primary resource for department-specific equipment, devices and technologies: Installs, configures, upgrades, maintains, services, troubleshoots, diagnoses, repairs and handles replacement of department-specific equipment, devices and technologies, which may include working with vendors to set-up and manage department-specific equipment, devices and technologies;
- Accurately troubleshoots and provides first-line diagnosis for all platforms and common business software and applications used in the assigned department, and makes the necessary repairs or implements appropriate solution;
- Appropriately refers issues to the appropriate department personnel or IT staff for resolution;
- Handles the assigned department's IT Replacement Program as assigned: configures, images, installs and maintains desktop and laptop workstations including building and deploying standardized computer software images and installing and personalizing computers at the individual user desk by transferring user files, shortcuts and settings to individual desktops and configuring, installing and updating any individual-specific software for department staff and/or operations at multiple locations (may include preparing specs and handling the purchasing of department-specific technologies and equipment);
- Independently installs and configures all hardware and software, peripherals, and other department specific equipment and technologies, troubleshoots and makes basic and more complex repairs within assigned parameters;
- Prepares/delivers training, procedural manual, testing requirements, and required documentation for system end users;
- Provides technical set-up and support to department staff and others during special events;
- Assists with or may be responsible for preparing budget projections for assigned department's technology replacement program as well as for other technology needs and ensures technology purchases, licensing, repairs, replacements and other technology related expenses are made within approved department budget;
- Maintains department inventories and inventory records related to department-specific technologies, equipment, licenses, etc.;
- Maintains content on established department web page, intranet and/or Internet, ensures content adheres to County and IT standards for the online pages and content;
- Investigates and resolves routine application and/or database functionality and performance related issues with IT Department staff or vendors as needed (COTS and/or County-developed systems);



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- Assists with (may handle) upgrades, patches, application implementation, includes testing department-specific functionality as needed;
- Works with COTS and Enterprise System Support and third-party consultants as needed;
- May develop or write simple queries, scripts or reports to meet department's and/or end users' needs;
- May install and maintain small site-specific LAN;
- May serve as liaison with vendors and state agencies for software trouble shooting and software and systems support;
- May serve on project teams and may handle smaller projects independently with minimal guidance;
- May be required to be on-call or assigned rotational on-call duties;
- May be assigned to any department with dedicated technology support, collaborate closely with IT Department for more complex development, maintenance, break/fix and other support, or be assigned to a public safety department and provide advanced first line support to a large number of end users at multiple locations;
- Follows required procedures and creates and maintains necessary records and documentation as assigned;
- Follows County technology security and other technology policies and advises end user on proper use and adherence to policies;
- Maintains a thorough up-to-date working knowledge and understanding of the assigned department's operations and the technology and department-specific equipment utilized in support of department operations and proactively seeks to streamline business processes by working collaboratively with clients and IT staff;
- Performs other duties as assigned.

Required Knowledge, Skills and Abilities:

Considerable working knowledge of personal computer technologies and network/telecommunications, network and systems architecture and equipment as well as common business software and office equipment, A/V equipment and wireless devices and technologies; advanced working knowledge of department-specific software, applications, databases, COTS, enterprise software, County-developed systems; advanced working knowledge of department-specific office and technology-related equipment installation, configuration and functionality/operation; considerable knowledge and routine use of a wide variety of automated tools for diagnosing and solving information system problems; basic query, scripting, programming, coding skills; basic capabilities in HTML, including style sheets, templates, complex tables, frames, image maps, CGI programming, applets, animation, multimedia design and delivery, and Web publishing procedures; excellent organization skills with the demonstrated ability to plan and execute work effectively to successfully complete assigned tasks accurately and in a timely manner within established deadlines; ability to multi-task; professional integrity including the ability to maintain the integrity of confidential and/or time sensitive information and processes encountered while providing support to end-users; ability to read, and consistently comprehend, interpret, apply and communicate technical information accurately; sound political astuteness; sound critical thinking and problem solving skills with the ability to appropriately research and resolve a variety of questions and issues within established policies, guidelines, requirements and procedures; sound professional judgment with demonstrated ability to consider and weigh a variety of relevant factors and make accurate decisions or recommendations; ability to synthesize multiple types of data and make accurate appropriate determinations and recommendations; strong computer skills with ability to use computers, laptops, tablets and other devices, and to effectively, accurately and appropriately use typical business software, proprietary software and applications to complete assigned tasks; visual and hearing acuity sufficient to enable effective interactions and data collection; excellent written and verbal communication skills with the ability to interact professionally with end-users with diverse skill levels and functional needs and to establish and maintain effective working relationships; excellent interpersonal and communication skills to communicate technical information to non-technical audiences in user friendly language; ability to express ideas clearly and concisely, orally and in writing; ability to work independently and as part of a team; ability to collaborate effectively to establish and maintain a good working relationships with all levels of department staff, IT Department staff, vendors, and other relevant stakeholders; personal accountability including teamwork and establishing and maintaining positive working relationships with end-users; and excellent customer service skills with the demonstrated ability to interact patiently, respectfully and with tact and courtesy with all end-users presenting with varying levels of understanding and needs in order to appropriately address requests, needs and issues. Must be able to positively and appropriately represent the County customers and other stakeholders. May require the ability to work on-call or a flexible schedule as needed.

Minimum Education and Experience:

Education: Graduation from high school completion of the one year of relevant college coursework;

Experience: Two (2) years of relevant work experience;

OR: Any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

Additional Requirements:

NOTE: Effective 4/1/2009 County Ordinance 1128 requires a criminal history record check and fingerprinting of all employees in authorized and hourly safety sensitive positions.

NOTE: All employees are required to successfully complete National Incident Management System (NIMS) Incident Command System (ICS) 700 (Introduction) training. Successful completion of additional NIMS ICS training courses may be required based on the job classification, level of responsibility, and department. Please refer to Fire's Intranet site for a list of NIMS ICS requirements by job classification.

- May require a valid driver's license to perform assigned duties at various locations Countywide.