



CLASS SPECIFICATION FOR:

IT Help Desk Support Specialist II

General Statement of Duties:

Provides advanced first line Tier II help desk support to end users in departments Countywide handling for a broad range of technical issues; performs more complex installations, configurations, troubleshooting and repair of software and first level of support (Tier II) if a user is having issues and does not have a department technology specialist (DTS) in their department; performs related work as required.

Distinguishing Features of Class:

An employee in this job classification works in the County's centralized IT Department and provides a broad range of Tier II technical help and support to end users Countywide; supports the IT Replacement Program for various departments Countywide; troubleshoots and provides first-line diagnosis for all platforms and common business software and applications, office automation software, current commercial off the shelf (COTS) products, current enterprise software used in various departments Countywide; provides support and issue resolution for a broad range of more complex set-up, technical and connectivity issues with hardware, software, wireless technologies, related peripherals and common office equipment. Work is routinely performed independently. Receives general supervision from the IT Manager.

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

- Proficiently performs all the tasks, duties and responsibilities assigned to the IT Help Desk Support Specialist I level as assigned;
- Routinely provides Tier II support, which includes Tier I duties plus providing technical, moderately complex troubleshooting and support to a wide range of department-specific equipment and technologies, advanced debugging and diagnosis skills, checks for known solutions and implements known solutions with, minimal guidance, undertakes and completes more complex testing and issue resolution with minimal guidance or assistance to end users in departments Countywide;
- Supports IT Replacement Program for departments Countywide as assigned with duties that include configuring, installing and maintaining 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 and peripherals;
- Independently installs and configures hardware and software, troubleshoots and makes basic repairs within assigned parameters;
- Troubleshoots and provides accurate first-line diagnosis for all platforms and common business software and applications, recommends solutions and implements approved solutions;
- Provides technical support and issue resolution for a broader range of more complex break/fix, equipment, hardware, related peripheral devices and software problems;
- Provides technical support and issue resolution for a broader range of more complex wireless devices set-up and support including resolving connectivity issues;
- May serve on project teams;
- Creates and maintains accurate documentation, paper and electronic records including current work order system;
- Maintains a current in-depth working knowledge of assigned technologies, systems, software and applications and stays up-to-date with emerging technologies, systems, software and applications;
- Attends all scheduled training and meetings;
- Performs other duties as assigned.

Required Knowledge, Skills and Abilities:

Requires advanced knowledge of personal computer, telecommunications, network and systems architecture and equipment as well as common business software, applications, peripherals and office equipment; requires thorough understanding of departments' operations, end users and customers; requires considerable working knowledge of wireless technology and devices and related equipment including tablets/iPads and cell phones; requires advanced



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knowledge of current software applications, installations and configurations on personal computers used Countywide in multiple or all departments; considerable computer skills with advanced problem solving/troubleshooting skills and the demonstrated ability to synthesize data provided by end users, identify complex technical issues, identify and recommend solutions, and to implement the appropriate resolution to solve a variety of technical issues with computer hardware, applications and software as well as related peripherals and wireless communications; considerable knowledge and routine use of a wide variety of automated tools for diagnosing and solving information system problem; advanced knowledge of interfaces and networking in multiple departments; excellent interpersonal and communication skills with the ability to communicate technical information to non-technical audiences in user friendly language; ability to express ideas clearly and concisely, orally and in writing; excellent interpersonal and communication skills with the ability to partner effectively and establish and maintain a good working relationship with IT staff and County staff; excellent computer skills with ability to proficiently use computer and typical business software and a variety of applications as well as related peripherals and wireless devices; to physical condition that permits the activities necessary in and inherent to the assigned duties which may include lifting, carrying, moving, installing, repairing a wide variety of computers, related equipment and peripherals, office equipment, and wireless technologies; personal accountability including teamwork and establishing and maintaining positive relationships with IT staff and department staff Countywide; ability to work independently and recognize when to elevate issues for guidance or resolution; excellent customer service skills; tact; and courtesy. Must be able to positively and appropriately represent the County and IT Department with end users in various department Countywide. May occasionally require ability to work a flexible schedule or work at various locations Countywide as needed.

Minimum Education and Experience:

Education: Graduation from high school/GED including completion of one (1) year of relevant college coursework;

Experience: Two (2) years of relevant 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 provide support at various locations Countywide.