



CLASS SPECIFICATION FOR:

IT Help Desk Support Specialist III

General Statement of Duties:

Provides complex Tier II and Tier III help desk support to end users in departments Countywide; analyzes, diagnoses and resolves complex technical issues; serves as software and system super-user providing subject matter expertise and support for a variety of third party and County developed software and systems; performs related work as required.

Distinguishing Features of Class:

An employee in this job classification works in the County's centralized IT Department serves as software and system super-user providing subject matter expertise (SME) and support for a variety of third party and County developed software and systems; performs complex problem diagnosis and issue resolution for customers; provides on-line and remote technical support using a variety of automated tools; implements and maintains computer operating software systems that support various departments' operational needs (third party and County-developed); and works with third-party vendors and suppliers to support equipment, software, hardware, and peripherals. 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 of the IT Help Desk Support Specialist I and II levels as assigned;
- Serves as a software and systems super-user providing subject matter expertise and support for multiple assigned third-party and/or County-developed systems, applications including troubleshooting, and issue resolution;
- Performs Tier II complicated installations, configurations, troubleshooting and repairs for end users in departments Countywide as assigned;
- Performs complex Tier I and II problem diagnosis and issue resolution for end users in departments Countywide;
- Routinely provides advanced Tier III support which includes complex troubleshooting, configurations, basic database/application administration, performs complex break/fix repairs for hardware/software in departments without own DTS staff, resolves other unusual or complex end-user and functional issues, includes researching, recommending and deploying solutions to new problems, develops and maintains advanced super-user technical expertise for identified software/issues, and is the go-to person for solving difficult issues;
- Trains end users in departments without department technology specialists;
- Liaisons with vendors and state agencies for software trouble shooting and software and systems support;
- Works with third-party vendors and suppliers to support equipment, software, hardware, peripherals' function/connectivity;
- Demonstrates in depth knowledge of all current standard office software, help desk specific software, commercial off the shelf software and enterprise software;
- Analyzes end users', software and systems' issues, recommends solutions and implements approved solutions;
- Provides on-line and remote technical support using a variety of automated tools;
- Performs advanced break/fix and support duties, including working with vendors and IT Project Teams as needed;
- Provides proactive notifications and technical information to departments and end-users regarding outages, system changes, and problem recovery;
- Implements and maintains operating and software systems that support various departments' operational needs (third party and County-developed);
- Uses subject matter expertise to support common products and equipment as well as department specific third party and County-developed systems, applications and tools;
- Uses subject matter expertise to provide help desk and technical support for a wide variety of routine and complex technical issues, assists other IT Help Desk Specialists and County staff;
- Handles routine and more complex issues with minimal oversight, keeps IT Manager informed;
- Develops and maintains reports and processes that enhance end user experience and improve efficiencies;
- Ensures backup procedures are in place and followed, including performing backup and disaster recovery duties;
- Proactively seeks to streamline business processes by working collaboratively with department clients and IT staff;
- May lead or serve on project teams as assigned;



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- Handles smaller special projects with minimal oversight;
- Creates and maintains accurate documentation, paper and electronic records including current work order system;
- Maintains a current thorough 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 considerable advanced knowledge of personal computer, telecommunications, network and systems architecture and equipment as well as current business software, applications, peripherals and office equipment; requires thorough advance working knowledge of assigned systems, applications and software, third party and County developed; requires advanced knowledge of current software applications; installation and configurations on personal computers used Countywide in multiple or all departments with ability to analyze issues, troubleshoot solutions and make approved repairs; requires comprehensive understanding of departments' operations, end users and customers; requires considerable working knowledge of wireless technology and devices and related equipment including tables/iPads and cell phones; considerable computer skills with advanced problem solving/troubleshooting skills and the demonstrated ability to synthesize complex data and requests 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: Two (2) year degree in a relevant field of study;

Experience: Three (3) 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.