



CLASS SPECIFICATION FOR:

Technology Support Technician II

General Statement of Duties:

Provides routine and advanced support to an assigned functional area in the Information Technology Department and end users Countywide; does 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 wide variety of routine and advanced support for the ongoing operations of the assigned functional area in the IT department and other County Departments' operations. Assigned duties will vary dependent on functional area assignments. Work is performed under minimal supervision with difficult or unusual questions and issues handled with guidance from supervisor.

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

- Orders, activates and sets up all new and replacement wireless communications devices or other devices/equipment as assigned;
- Assigns devices and maintains inventory records of all issued phones, pagers, other devices and related equipment;
- Responds to routine requests for password resets for voice mail, and assists users with other issues related to telecommunications and wireless devices, wireless access, voice mail and pagers, referring non-routine, complex or unusual issues to the appropriate resources;
- Completes assigned routine work orders with minimal oversight/direction;
- Accurately creates and maintains a wide variety of documentation, including paper and electronic records related to file transfers, inventory management and mobile device agreements;
- Performs a variety of file and data management duties;
- Runs monthly cell phone usage reports and other reports as assigned related to employee mobile device agreements and voicemail usage;
- Runs daily, weekly and other periodic or ad hoc processes to update multiple systems used Countywide;
- Runs multiple file transfers and interfaces related to payroll processing, money transfers, accounts receivable, various billings, debt set-off, VRS and benefits, and may be required to telework during inclement weather events;
- Provides back-up to the IT front desk, answering the main IT telephone, greeting employees and visitors, and receiving incoming deliveries;
- Prepares tapes and other paper and/or electronic records/documentation for off-site storage for IT and other County Departments;
- Assists with or handles special projects as assigned;
- Performs other duties as assigned.

Required Knowledge, Skills and Abilities:

Sound working knowledge of common business software, wireless telecommunications devices and related equipment, and office equipment; ability to create and maintain accurate paper and electronic records; time management and organizational skills with the demonstrated ability to execute work effectively to successfully complete assigned tasks accurately and in a timely manner within established deadlines; ability to multi-task; ability to read, and consistently comprehend, interpret, apply and communicate technical information accurately; sound judgment and problem-solving skills with the ability to appropriately resolve a variety of questions and issues within established policies, guidelines, requirements and procedures; the ability to independently research issues, and identify and recommend solutions; strong computer skills with ability to use a computer and typical business software, proprietary software and applications to complete assigned tasks; ability 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; excellent written and verbal communication skills with the ability to interact professionally with end-users, staff and other stakeholders and to establish and maintain effective working relationships; 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 good working relationships with all levels of department staff, vendors, end users and other relevant stakeholders; personal accountability including teamwork and establishing and maintaining positive working relationships with IT Department staff, end users and other relevant stakeholders; and excellent customer service skills with the demonstrated ability to interact patiently, respectfully and with tact and courtesy with all stakeholders and staff in order to appropriately address requests, needs and issues. Must be able to positively and appropriately represent the County with customers and other stakeholders. Ability to work a flexible schedule as assigned.

Minimum Education and Experience:

Education: Graduation from high school with relevant coursework completed at the high school or college level;

Experience: Previous relevant work experience preferred;

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.