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| Position: IT Specialist            | Position Number: |
| Department: Information Technology | FSLA: Non-Exempt |
| Reports to: IT Systems Manager     | Salary Grade:    |

**DEFINITION:**

To perform the more routine technical duties related to computer hardware and software customer support; to provide project support for new and modified systems; to install and configure desktop computers and related peripheral equipment; and to provide other support duties as assigned.

**DISTINGUISHING CHARACTERISTICS:**

This is the single level class where employees within this class perform the more routine of helpdesk activities. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

**SUPERVISION RECEIVED AND EXERCISED:**

Receives general supervision from the Information Technology Manager.

**EXAMPLES OF ESSENTIAL DUTIES AND RESPONSIBILITIES (Illustrative Only):**

*Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Install and configure desktop and laptop computers, printers, and other desktop peripherals; install and support various software and train customers in the use of hardware and software.
- Support and troubleshoot current desktop operating systems; perform basic diagnostic testing; identify and report network problems to the proper network areas.
- Create and maintain desktop deployment images.
- Analyze failed equipment and perform repairs or return equipment to vendor; review and test vendor repairs.
- Provide technical support in diagnosing and solving problems by telephone or remote access; respond to help desk trouble tickets according to urgency and priority levels; log calls into help desk database and use helpdesk software.
- Participate in projects related to PC deployment, software and hardware procurement, or hardware consolidation.
- Develop documentation and standard operating procedures as they relate to assignment.
- Assist users with log-on authentication; instruct users in saving data and backing up systems.
- Participate as an on-call emergency contact, as part of a rotational schedule.
- Order supplies and maintain and track inventory; assist in asset management of personal computers, laptops, and related peripheral equipment.
- Represent the YECA with dignity, integrity, and the spirit of cooperation in all relations with staff and the public.
- Foster an environment that embraces integrity, service, inclusion and collaboration.
- Be an integral team player, which involves flexibility, cooperation, and communication.

- Build and maintain positive working relationships with co-workers, other YECA employees and the public using principles of good customer service.
- Perform related duties as assigned.

### **JOB RELATED AND ESSENTIAL QUALIFICATIONS:**

#### Knowledge of:

- Principles and practices of information technology.
- Personal computers, including hardware and software and related peripheral equipment.
- Active Directory structure and functions.
- Microsoft Windows operating systems.
- Principles and techniques of a variety of desktop operating and data communications systems.
- Principles and techniques of installing, repairing, and maintaining desktop computers, hardware, software and printers in a network environment.
- Modern office practices, methods, and computer equipment including relevant software programs.
- Oral and written communication skills; business English including vocabulary, spelling, and correct grammatical usage and punctuation.
- Safe work practices.
- Principles and practices of excellent customer service.

#### Ability to:

- Perform computer hardware and software customer support duties.
- On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures.
- On a continuous basis, sit at a desk for long periods of time. Intermittently walk, bend, or stoop while installing/repairing equipment; twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone, and write or use keyboard to communicate through written means; and lift or carry weight of 30 pounds or less.
- Perform routine troubleshoot, diagnose, and resolve hardware, software, and database issues.
- Train and instruct users in Microsoft Operating Systems and Office Suites, e-mail and internet use and use and operation of a variety of peripheral equipment.
- Maintain confidentiality as necessary.
- Understand and carry out oral and written instructions and prioritize workload to meet deadlines.
- Read, write and comprehend the English language at a level necessary for effective job performance exercising correct English usage, vocabulary, spelling, grammar and punctuation.
- Communicate effectively, tactfully and positively in both oral and written form.
- Operate and use modern office equipment and technology, including computers and applicable software.
- Maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities.
- Utilize appropriate safety procedures and practices for assigned duties.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Contribute effectively to the accomplishments of YECA goals, objectives and activities.

### **Education and/or Experience:**

Any combination of education, experience, and training that would provide the best qualified candidates. A typical way to obtain the knowledge and abilities would be:

#### Education:

Equivalent to an Associate's Degree with major coursework in Computer Science, Information Technology, or another field of study applicable to the responsibilities and requirements of this job class.

Experience:

2+ years of experience in information technology supporting enterprise level applications.

**Licenses and/or Certifications:**

Industry recognized certifications in information technology related fields will be considered as part of the experience or education requirements for this position.

**Working Conditions:**

Work is performed in a typical temperature controlled office environment subject to typical office noise and environment. Some duties may require work outside of normal business hours including evenings and weekends.