

COLLIER COUNTY, FLORIDA CLASSIFICATION SPECIFICATION

CLASSIFICATION TITLE: TECHNICAL SUPPORT PROFESSIONAL

PURPOSE OF CLASSIFICATION

The purpose of this classification is to provide technical support and customer assistance to information system users. Work involves responding to questions, calls and e-mails from system users and providing technical assistance, problem resolution and customer service; developing and conducting user training; and installing, maintaining and troubleshooting personal computers, terminals, networks, and other hardware and peripheral equipment. Work may also involve providing support, database maintenance and data reporting for assigned software applications.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Provides assistance and technical support to information system users. Receives and responds to calls and e-mails from users reporting problems and/or requesting assistance; provides technical advice; walks user through the problem's resolution; and explains system procedures, limitations and/or sequences.

Develops and provides training to system users. Develops procedural manuals, system documentation, and application "quick tips" to be used as references by system users. Provides users with information regarding changes in software applications and system procedures.

Delivers, installs, sets up, configures and maintains personal computers, networks, printers, and other hardware. Diagnoses, troubleshoots and repairs problems. Installs and configures upgrades. Handles requests for loaner laptops and desktop systems; configures equipment, prepares paperwork documenting equipment loan and return.

Maintains accurate records on Help-line calls, site visits, and requests for technical support; prioritizes and schedules work; updates status to reflect problem resolution/completion; and maintains records of the frequency, types, and resolutions of problems for future reference.

Assists with the development and maintenance of Web Pages. Makes changes to user accounts in networking and e-mail systems as assigned.

Supports assigned software and network applications such as PC based applications or Department-specific programs (i.e. Library, Human Resources); assists users, maintains database and security; researches, synthesizes and generates reports information from databases.

Researches, tests and recommends new equipment and/or upgrades. Maintains records for information systems inventory; identifies the type and quantity of all computer hardware and related peripheral equipment, assignment/location, identification numbers, software applications, etc. for system inventory management and software license compliance.

Operates a personal computer, telephones, copiers and other general office equipment as necessary to complete essential functions, to include the use of word processing, spreadsheet, database, or other system software. Utilizes hand tools in the installation, maintenance and repair of systems equipment.

For employees in this classification in the Information Technology department, on-call work is a requirement of this position.

ADDITIONAL FUNCTIONS

Performs general clerical work in support of assigned duties, including answering telephones, assisting customers, copying and filing documents, etc.

Performs other related duties as required.

In the event of a declared state of emergency, employees in this classification may be called to work during days or hours other than those for which they are regularly scheduled.

MINIMUM QUALIFICATIONS

Vocational/Technical degree with training emphasis in computer science, information systems or a related field; supplemented by one year of experience providing technical support to information system users; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job. Fingerprinting required.

Employees in this classification in the Information Technology (IT) department must possess the foundation certification in the current version of IT Infrastructure Library (ITIL) or obtain such certification within 2 years of entry into this classification. Incumbents in the IT department will be required to re-certify in new versions of ITIL within 2 years of the date of acceptance of that version by the Director – Information Technology.

The hiring or reclassification of employees into this classification is subject to review by the Director – IT.

Authorized use of this classification outside of the Information Technology Division (IT) does not provide the incumbent the ability to provide support for County supported applications, installations, hardware, network, software or configuration changes, those continue to be supported through IT.

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to evaluate, audit, deduce, and/or assess data using established criteria. Includes exercising discretion in determining actual or probable consequences and in referencing such evaluation to identify and select alternatives.

Human Interaction: Requires the ability to provide guidance, assistance, and/or interpretation to others regarding the application of procedures and standards to specific situations.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate and control the actions of equipment, machinery, tools and/or materials requiring complex and/or rapid adjustments.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, advisory and/or design data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication and division; ability to calculate decimals and percentages; may include ability to perform mathematical operations with fractions; may include ability to compute discount, interest, and ratios; may include ability to calculate surface areas, volumes, weights, and measures.

Functional Reasoning: Requires the ability to apply principles of rational systems; to interpret instructions furnished in written, oral, diagrammatic, or schedule form; and to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving evaluation of information against measurable or verifiable criteria.

Leadership:

Customer Service:

Financial Accountability:

ADA COMPLIANCE

Physical Ability: Tasks require the ability to exert very moderate physical effort in light work, typically involving some combination of stooping, kneeling, crouching and crawling, and which may involve some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (12-20 pounds).

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

Collier County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.