



City of Irving Job Description

I.T. Support Specialist

FLSA Status:	Non-Exempt	Job Department:	Information Technology
Job Code:	I402	Reports To (Job Title):	I.T. Planning and Support Manager

PURPOSE

Installs, patches and administers mobile and desktop client equipment for employees. Initiates, participates and leads IT projects and assists the IT Support Coordinator and IT Planning and Support Manager in completing support and project tasks. Responsible for diagnosing all hardware, software, operating systems, basic networking problems and other customer issues.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.*

- Respond to users' requests and questions via support ticket system or call center.
- Perform local and remote testing on equipment including running computer programs to diagnose faults.
- Repair equipment, build cables, and replace boards and components to identify or remedy failures. Enter all service requests into support ticket system.
- Call vendors to report or resolve problems and assist with demonstrations.
- Administer new user accounts.
- Test and implement new technology
- Test and upgrade new software on PCs.
- Set up images of operating systems to increase the speed of upgrading computers to the newer operating system.
- Configure network printers to connect to the network and install drivers on print servers to download to users when connecting to printers.
- Coordinate IT Express, Phone Support coverage, and lead internal assigned projects.
- Create purchasing RFO's and maintain tracking log. Research and standardize purchases and obtain the best pricing for the departments.
- Purchase and replace City issued cell phones and mobile equipment.
- Maintain hardware and software inventory.
- Perform related duties as assigned.

OTHER DUTIES AND RESPONSIBILITIES

- Help departments with purchasing technology based equipment and prepare specifications
- Provide input and task work on technology based projects and work as a project team leader or member.

SUPERVISORY RESPONSIBILITIES

Supervisory responsibility is not a regular part of the position.

FINANCIAL / BUDGETARY RESPONSIBILITY

Make budget recommendations, approve purchases, and research hardware & software for best pricing.

QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skill, and/or ability required.*

EDUCATION

- Associates Degree or equivalent.

EXPERIENCE

- Two (2) years of related experience in a technology customer support area, preferably municipal government.

CERTIFICATES, LICENSES, REGISTRATIONS

- Appropriate, valid driver's license.
- CJIS qualified (A conviction for Class B misdemeanor and above is disqualifying.)

KNOWLEDGE OF

- Computers and Electronics: Electric circuit boards, processors, chips, and computer hardware and software.
- Customer Service: Principles and processes for providing customer and personal services including a desire to help customers regardless of their circumstance.
- English Language: The structure and content of the English language, including the meaning of words and grammar.
- Advanced Math: Mathematical calculations including geometry, trigonometry, algebra, statistics, and calculus.
- Programming Methodology: Necessary computer languages, basic principles, formulas, syntax, and documentation practices.

SKILLS AND ABILITIES IN

- Information Organization: Finding ways to structure or classify multiple pieces of information.
- Critical Thinking: Using logic and analysis to identify the strengths and weaknesses of different approaches.
- Active Learning: Working with new material or information to grasp its implications.
- Active Listening: Listening to what others are saying and asking questions as appropriate.

- **Complex Problem Solving:** Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- **Cooperation:** Establishing and maintaining positive working relationships with those contacted in the course of work.
- **Service Orientation:** Actively looking for ways to help people.
- **Oral Expression:** Communicating information and ideas in speaking so others will understand.
- **Deductive Reasoning:** Applying general rules to specific problems to come up with logical answers. This involves deciding if an answer makes sense or provides a logical explanation for why a series of seemingly unrelated events occur together.
- **Interactive Presentation:** Effectively presenting information and responding to questions from groups of managers, clients, customers, and the general public.
- **Management of Material Resources:** Obtaining and seeing to the appropriate use of equipment, facilities, and materials needed to do certain work.
- **System Evaluation:** Identifying measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.
- **Systems Analysis:** Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.
- **Social Perceptiveness:** Being aware of the reactions of others and understanding why they react the way they do.
- **Negotiation:** Bringing others together and trying to reconcile differences.
- **Teaching:** Conveying new concepts and confirming comprehension by listener.
- **Hands-On Technical Support:** Performing basic hands-on computer, peripherals and wireless device diagnostic work for executive management team and City Council.

GUIDANCE RECEIVED

Periodic Supervision and Range of Guidelines/Procedures

Follows periodic direct instructions and guidelines, policies and procedures that require some interpretation. Problems that cannot be addressed through an existing guideline, policy or procedure are referred to supervisor or more senior position. Position incumbent must exercise judgment about when to escalate issues.

CONTACTS

Employee may frequently work with individuals outside the department and may work with external individuals such as vendors or other agencies.

EQUIPMENT AND PROPERTY

Desktop computer, server, plotter or printer

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

The employee constantly is required to carry, grasp, handle, feel, lift up to 10 pounds, listen, reach, see, sit, stand, talk, and/or walk. Frequently, s/he is required to kneel, lift up to 25 pounds, and/or stoop. S/he occasionally is required to balance, crawl, drive a vehicle, lift up to 50 pounds, push, and/or pull. Rarely, s/he is required to lift more than 100 pounds.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.*

The noise level in the work environment is usually quiet.

* Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Note: A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.