ASHEVILLE, NORTH CAROLINA

Classification Specification

Technical Support Technician
Job Code: 2540
FLSA: Non-Exempt

Purpose of Classification:

The purpose of this classification is to provide end user technical support and training for City computer hardware, software, personal computers, telecommunications equipment, applications or other information systems as assigned.

Distinguishing Characteristics:

This classification is the entry level in the Technology Support series.

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.

Receives, records, and distributes help desk calls, emails, and other requests: logs calls into automated system; asks questions and assesses problem; determines priority of request; routes calls to appropriate department personnel; and identifies, researches, and resolves routine technical problems.

Provides user support to City employees for computer hardware, software and peripherals: identifies and resolves problems to restore service to user in a timely and efficient manner; designs new or modifies existing configurations to meet users' needs; and ensures that computer equipment and operations are in compliance with applicable policies, procedures, and rules.

Troubleshoots end-user problems: responds to initial on-site requests for assistance; identifies and resolves

problems and errors; escalates problem to vendors or other personnel as appropriate; ensures continual operations of customers' hardware and software; and utilizes diagnostic tools and other resources as appropriate.

Installs and maintains personal computer hardware, software, and peripherals, including computers, laptops, tablets, phones, printers, scanners, copiers, point of sale cash registers, receipt printers, hand scanners, biometric readers, etc.: ensures availability and proper operation of products for installation; orders equipment; schedules installations; delivers equipment; converts old system data to new system; tests installed products per agency standards; and completes installations and conversions in timely manner and with minimal disruption to customer.

Performs routine system administration and security functions: sets up, deactivates, and/or terminates accounts and user access; monitors host-based intrusion detection system; identifies, responds to, and resolves intrusions of trojans, malware and false positions; maintains phishing campaign to educate employees of related cyber security risks; receives reports of suspicious emails; determines if email is a phishing attack; and scans computers and networks to identify security patches.

Conducts training programs regarding hardware, software, and peripherals as assigned: revises user training manuals and lesson plans; selects training times/locations based on users' needs; answers questions and provides information during and after training; and conducts one-on-one training sessions as needed.

Reviews and analyzes computer hardware, software, and peripheral functions and operations: identifies deficiencies and modification and upgrade needs; repairs and maintains cellular and wi-fi connectivity; and conducts testing of patches and upgrades in test environment.

Maintains an awareness of new applications, technologies, technical methods, trends, and advances in the profession: reviews professional publications, technical manuals, and websites to increase knowledge of hardware, software, and peripheral operations; and attends conferences, workshops, and training sessions as appropriate.

Communicates with City officials, supervisor, other City employees, vendors, the public, public safety employees, outside agencies and organizations, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Processes a variety of documentation associated with department/division operations, within designated timeframes and per established procedures: receives, reviews, prepares, completes, processes, forwards or retains as appropriate various forms, reports, correspondence, staff reports, system reports, license reports, and other documentation; compiles data for further processing or for use in preparation of department reports; and maintains computerized and/or hardcopy records.

Operates a personal computer to enter, retrieve, review or modify data, utilizing word processing, spreadsheet, database, Internet, e-mail, or other software: and operates general office or other equipment as necessary to complete essential functions.

Operates and maintains a motor vehicle: and operates and utilizes a variety of diagnostic tools and software to complete work activities.

Additional Functions:

Performs other related duties as required.

Minimum Qualifications:

Associate degree in Information Systems or a related field required; supplemented by two years of experience in providing routine technical support; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Specific License or Certification Required: Must possess and maintain a valid North Carolina driver's license.

Specific Knowledge, Skills, or Abilities: Must be able to demonstrate proficiency in performance of the essential functions and learn, comprehend, and apply all City or departmental policies, practices, and procedures necessary to function effectively in the position.

Performance Aptitudes:

Data Utilization: Requires the ability to review, classify, categorize, prioritize, and/or analyze data. Includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.

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, maneuver, and/or 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, and/or advisory data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.

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.

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: Performance of essential functions may require exposure to adverse environmental conditions, such as dirt, dust, electric currents, traffic hazards, bright/dim lights, or rude/irate customers.

The City of Asheville is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both

prospective and current employees to discuss potential accommodations with the employer.