City of Bellingham
Classification Specification - Civil Service or AFSCME

CLASS TITLE	Technical Support And Training Specialist
DEPARTMENT	Interdepartmental

UNION: 114
SG: 14
CS: Yes
FLSA: Y
EE04CODE: TE

NATURE OF WORK:

The Technical Support & Training Specialist (TS/TS) troubleshoots, diagnoses and resolves problems with desktop computer hardware, operating systems, application software, local area network (LAN) and peripherals for client departments and employees. The TS/TS provides instruction to the City's employees on the capabilities and use of a variety of software applications and assists employees with questions or problems. Performs routine maintenance and repairs on desktop computers and peripherals, including replacement of parts. This position may be hired by the Information Technology Services Department (ITSD) to provide services to various City departments or by a specific City department to provide broad-based, dedicated technical support to that department.

DISTINGUISHING CHARACTERISTICS:

This position is a mid-level part of the technical support team providing hardware and software support for City employees using desktop computers. The position is distinguished from other positions in ITSD by solving user problems that are not resolved over the telephone at the initial Service Desk level.

The position is distinguished from Department Computing Specialists by the scope of its knowledge and responsibilities for support of a wide variety of electronic information systems and applications across several departments or in a single department with significant special applications and hardware.

SUPERVISORY RELATIONSHIPS:

Varies. When the position is situated in ITSD, the incumbent reports to the Technical Services Manager, who coordinates the performance of job duties as part of the Technical Resources Team (TRT). When the position is situated in another City department, it reports to a departmental supervisor, as determined by the ITSD Director and the Director of the hiring department.

Technical Support & Training Specialists are required to attend Technical Resource Team meetings and coordinate their work as a part of the Technical Resource Team, under the technical standards specified by ITSD. Work under applicable City and departmental policies, procedures, and guidelines.

ESSENTIAL FUNCTIONS:

1.   Assists City employees with problems experienced with word processing, spreadsheet, database management, desktop publishing and other software programs supported by Information Technology Services (ITS). Provides high quality, detailed consultation; technical support; and troubleshooting with an emphasis on customer satisfaction. Works with departmental LAN administrators in addressing LAN problems.

2.   Troubleshoots, diagnoses and repairs desktop computers, printers and other peripherals. Uses diagnostic tools to identify hardware problems and initiates repair. Replaces boards and faulty components. Sends components to vendor for repair or replacement.

3.   Prepares newly acquired desktop computers, printers and peripherals for various City departments. Handles receipt of product (unpacks and verifies shipment against purchase order); tests equipment; completes software license registrations required; logs products in ITS inventory; prepares items for delivery, including loading software; and schedules delivery to department. Transports and installs equipment.

4.   Provides instruction to employees on features and capabilities of software packages and assists employees with utilizing application software to meet their needs.

5.   Installs memory chips, disk drives, network devices and PC boards into existing desktop computers.

6.   Acts as LAN administrator for assigned departments and divisions, including adding and deleting users from the network. Maintains desktop computer inventory including local area network (LAN) connections and topologies.

7.   Participates in the Service Desk to ensure that all desktop computer and software problems referred are recorded and resolved in a timely manner.

8.   Stays current with developments and changes in the desktop computer and related hardware and applications software industry. Reviews and tests new hardware and software applications for potential use by City departments.

9.   Provides technical support to assigned City Systems Team(s) or project teams.

ADDITIONAL WORK PERFORMED:

1.   Performs Service Desk functions for clients as required.

2.   Assists in maintaining library of written, audio, video and disc-based information technology training materials used by employees.

3.   May assess software classes provided in the community to determine their appropriateness for employee needs. May distribute information about training opportunities and recommend software classes to employees as part of City-sponsored effort to provide computer training to employees.

4. Occasionally presents training to City staff in use of software application programs and introduction to personal computer use. Prepares materials and teaches classes to small groups of employees.

5. Performs related duties within the scope of the classification as assigned.

KNOWLEDGE AND SKILLS:

- Excellent interpersonal skills for establishing and maintaining effective working relationships with City staff, division staff and computer vendors.
- Comprehensive knowledge of software application packages supported by the ITS Department such as the Microsoft Office Suite, Adobe Creative Suite, Lotus Notes, and Internet Explorer.
- Ability to comprehend and resolve the problems experienced by staff using software application programs.
- Ability to use desktop computer diagnostic tools to troubleshoot problems.
- Knowledge of Microsoft DOS, Windows NT, 2000, and XP operating systems.
- Ability to apply the concepts involved in the operation of desktop computers; peripherals, including printers, plotters and modems, data communications and local area networks to solve user problems.
- Ability to read and comprehend technical manuals and apply their contents to solving software and hardware problems.
- Ability to accurately convey technical information to technical and non-technical audiences in writing.
- Ability to work independently with minimal supervision.
- Good planning, organizing, problem solving, and time management skills.
- Maintains the absolute confidentiality of sensitive files, data and materials accessed, discussed, or observed while working with City staff.
- Physical ability to perform the essential functions of the job including the ability to lift and carry approximately 40 lbs.

WORKING ENVIRONMENT:

Works extensively at a computer workstation. The work performed is in an office environment with frequent visits to customer's work sites. The Technical Support and Training Specialist moves desktop computers and peripherals from one location to another.

EXPERIENCE AND TRAINING REQUIREMENTS:

- Minimum of six (6) years of relevant experience supporting PC-based hardware and software required. Relevant post-secondary education may substitute for up to four (4) years of experience.
- Work experience configuring, supporting and trouble-shooting user problems with contemporary software supported by the City (e.g. Microsoft Word, Excel, and Microsoft Office or Windows applications) required.
- Work experience providing service and support to end-users in a sales or customer service environment required.
- MSCE certification preferred.

− Any combination of experience and training that gives the applicant the necessary skills and knowledge for the position may be considered.

NECESSARY SPECIAL REQUIREMENTS:

− Due to access to privileged information contained in the City's computer system, applicants must pass a Police Department criminal convictions records check prior to hire.
− Valid Washington State driver's license and good driving record. Must submit a three-year driving abstract prior to hire.
− Some positions may require a background check to include fingerprinting and a polygraph examination.

PREPARED BY: F. Anderson/S. Mahaffey   **REVIEWED BY:**
2/92   Marty Mullholland
                                            ITSD Director

REVISED BY: F. Anderson/S. Mahaffey
 3/97

F. Anderson/L. Hill
10/01

D. Smith
L. Hill
1/07

COMMISSION ADOPTION: November 14, 2001