City of Bellingham
Classification Specification

CLASS TITLE	**Technical Support Specialist I**
DEPARTMENT	**Interdepartmental**
UNION:	**1937**
SG:	**113**
CS:	**Yes**
FLSA:	**Y**
EEO/SOC CODE:	**TE/ 15-1232**

NATURE OF WORK:

The Technical Support Specialist I provides technical assistance to users by diagnosing and resolving hardware, software, and network issues with a focus on customer service. Responsible for installing, maintaining, and troubleshooting various IT systems and ensuring that all devices and applications function efficiently for the end user. The Technical Support Specialist I works under defined practices and procedures in the support and troubleshooting of IT systems and applications. This position may be employed 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:

The Technical Support Specialist I is primarily responsible for resolving technical issues, maintenance, and system updates of end user devices such as desktops, laptops, and tablets as tier II support in the city technology support structure. The position provides support for all city enterprise applications and basic support for some departmental or workgroup applications. The Technical Support Specialist I is distinguished from the Service Desk Technician II by the responsibility for resolving more complex technical issues and greater independence in the performance of duties. The Service Desk Technician II is primarily responsible for basic IT support and troubleshooting as the tier I first point of contact in the city support structure.

SUPERVISORY RELATIONSHIPS:

Reports to assigned supervisor or manager. Technology Support Specialists work under general supervision or direction and guidance of applicable federal, state, and local statutes, regulations, policies, procedures, and contractual agreements. They may assist in training lower classified and temporary or regular non-benefited employees.

ESSENTIAL FUNCTIONS:

1. Provides high quality, detailed consultation; technical support; and troubleshooting with an emphasis on customer service and end-user satisfaction. Provides remote and on-site technical assistance to users and responds to support requests in a timely manner. Maintains accurate records of support requests, solutions provided, and system configurations. Develops and updates documentation for troubleshooting procedures and technical guides. Escalates complex issues to higher-level support when necessary.

2. Diagnoses and resolves hardware, software, and network connectivity issues. Uses diagnostic tools to identify hardware problems and initiates repair. Sends faulty devices to vendor for repair or replacement.

3. Prepares newly acquired desktop computers, printers and peripherals for various City departments. Receives product; unpacks and verifies shipment against purchase order; tests equipment; logs products in ITS inventory; prepares items for delivery. Performs setup and configuration on all desktop, laptop and tablet systems. Installs and configures operating systems, software applications, and hardware. Establishes new user accounts and configures systems for new users.

4. Monitors and evaluates support tickets and identifies trends to mitigate potential citywide technical issues and reduce endpoint incidents. Recommends ongoing performance and process improvement opportunities.

5. Performs regular updates and maintenance on computers and peripheral devices. Ensures antivirus, operating and system software is up to date and systems are protected against threats.

6. 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.

7. Assists in support and ad hoc training on website management and best practices. Performs web content functions including designing and building basic to intermediate forms and workflows. Performs website management of resources such as photo and video collections.

10. Conducts training for users on basic system and software usage and security best practices as assigned. Identifies and recommends end user training to increase computer literacy and self-sufficiency. Provides feedback and insight to management to assist in documenting, updating and developing relevant staff training resources.

ADDITIONAL WORK PERFORMED:

1. May perform functions of the Service Desk Technician to fill in for staff breaks, absences, or vacancies.

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

3. Performs other related work of a similar nature and level as assigned.

PERFORMANCE REQUIREMENTS (Knowledge, Skills and Abilities):

Knowledge of:

- Desktop computer software and operating systems supported by the ITS Department.
- Desktop, laptop and tablet computer hardware.

- Correct English usage, grammar, spelling, punctuation, and vocabulary.
- Public speaking techniques.
- Diagnostic tools to diagnose issues with end-user hardware and software.
- Technical documentation best practices
- ITIL Foundation principles

Skill in:

- Apply excellent organizational skills with the ability to work calmly under pressure, remain flexible to changing priorities, and effectively manage time to ensure deliverables are completed on time.
- Communicate effectively both orally and in writing; comprehend and use English effectively including producing all forms of communications in a clear, concise, and understandable manner to intended audiences.
- Excellent Interpersonal skills using tact, patience, and courtesy.
- Supporting and utilizing desktop and mobile operating systems such as Microsoft Windows and Apple iOS.
- Operation of modern office equipment including computer equipment and specialized software application programs.
- Good planning, organizing, problem solving, and time management skills.

Ability to:

- Install, troubleshoot and resolve customer issues with desktop software, hardware, and peripheral devices.
- Ability to use technology diagnostic tools to troubleshoot desktop, laptop and mobile system problems.
- Effectively demonstrate the ability to communicate with staff at all levels including a proven ability to communicate with technical and non-technical staff across multiple disciplines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Read and comprehend technical documentation and apply their contents to solving software and hardware problems.
- Ability to accurately convey technical information to technical and non-technical audiences in writing.
- Document, track, and report data using various tools and systems.
- Use standard IT operating software systems such as Information Technology Service Management (ITSM) systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; work independently with little or no direction, organize own work, prioritize, and meet critical time deadlines.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Work cooperatively in a team-oriented, collaborative environment.
- Learn new technologies.
- Work independently with minimal supervision.
- Maintain the absolute confidentiality of sensitive files, data and materials accessed, discussed, or observed while working with City staff.

- Apply principles of logical or scientific thinking to define problems, collect data, establish facts, and draw valid conclusions.
- Work flexible hours or work over the weekend, after hours or on holidays as needed.
- Maintain consistent and punctual attendance.
- Ability to and willingness to demonstrate the Public Service competencies of Service Orientation, Results Orientation, and Teamwork and Cooperation.
- Physical ability to perform essential functions of the job:
  - Frequently communicate accurate information and ideas with others in various formats including virtually, in-person or by telecommunications;
  - Detect, diagnose and resolve data on a screen, signage and labels;
  - Detect and evaluate sound quality and distinguish tones on various devices;
  - Move as required to transport and install computer hardware and peripherals;
  - Operate a keyboard, mouse, telecommunication devices and other computer and office equipment;
  - Move between work sites;
  - Transport objects weighing up to 30 lbs.

WORKING ENVIRONMENT:

The work performed is primarily in an office setting at a computer workstation with long periods of remaining stationary intermixed with frequent visits to customer's work sites. The work environment includes a normal range of noise and other distractions with low everyday risks working around standard office equipment. Some travel to professional training/meetings may be required.

EXPERIENCE AND TRAINING REQUIREMENTS:

- Associate degree in computer science, information systems management, applied networking, mathematics or related field, and
- Three years of experience troubleshooting technical IT hardware and software problems in a service desk environment

OR

- Five years of experience troubleshooting technical IT hardware and software problems in a service desk environment.
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OR

- Two years of experience as a Service Technician II at the City of Bellingham

AND

- Must have two of the following active certifications within six months of hire or promotion:
  - KCS v6 Fundamentals
  - ITIL 4 Foundations
  - ITIL 4 Practitioner: Service Desk
  - ITIL 4 Specialist: IT Asset Management
  - HDI Troubleshooting and Problem-Solving

- Microsoft - MS-102: Microsoft 365 Administrator
- Microsoft - AZ-104: Azure Administrator Associate

Alternative certifications determined by the City to be equivalent to those listed above may be accepted.

- Work experience providing desktop and mobile support in a governmental environment preferred.

NECESSARY SPECIAL REQUIREMENTS:

- Employment contingent upon passing a criminal conviction and local background check.
- Some positions may require passing a criminal background check, background investigation, polygraph examination and fingerprinting. Criminal convictions check subject to re-check every five years.
- Agreement to and signature of a Privileged Access Confidentiality Agreement.
- Valid Washington State driver's license and good driving record. Must submit a three-year driving abstract prior to hire.
- Some positions may require willingness and ability to work evenings and weekends as needed.
- Failure to obtain appropriate certifications within established time limits will result in dismissal.

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2/92

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COMMISSION ADOPTION: 12/11/2024