City of Bellingham
Classification Specification

CLASS TITLE	**Technical Support Specialist II**
DEPARTMENT	**Interdepartmental**
UNION:	**1937**
SG:	**114**
CS:	**Yes**
FLSA:	**Y**
EEO/SOC CODE:	**TE/15-1232**

NATURE OF WORK:

The Technical Support Specialist II provides technical assistance to users by diagnosing and resolving hardware, software and network issues with a focus on support and maintenance for all supported software applications used by the city or by a specific department. Responsible for troubleshooting application-related issues, performing routine maintenance, and working closely with users and development teams to ensure optimal application performance and user experience. Develops and updates support and troubleshooting procedures and documentation for systems and applications.

DISTINGUISHING CHARACTERISTICS:

The Technical Support Specialist II is distinguished from the Technical Support Specialist I by the greater level of responsibility, independence, judgement, and proficiency in providing tier II support in the city technology support structure. The Technical Support Specialist II has diverse exposure and understanding of all supported applications used by the city or by a specific department and has developed the knowledge and skills to diagnose and support those applications, ensuring their proper functioning and user experience. The position works closely with support analysts and solution developers to establish diagnostic and troubleshooting methodologies for support at the user level. The Technical Support Specialist II is differentiated from the System Administrator classification by responsibility for providing generalized support for all supported applications used by the city or specific department. The System Administrator is primarily responsible for providing day to day administration and support for one or more assigned systems or service areas across the enterprise.

SUPERVISORY RELATIONSHIPS:

This position reports to supervisors or managers in various departments as assigned. Works independently under general supervision or direction and guidance of applicable federal, state, and local statutes, regulations, policies, procedures, and contractual agreements. May assist in training lower classified and temporary or regular non-benefited employees.

ESSENTIAL FUNCTIONS OF THE JOB:

1. Performs all functions of a Technical Support Specialist I with a greater level of enterprise-wide knowledge and understanding, judgement, responsibility, proficiency, and independence.

2. Provides high quality, detailed consultation, technical support, troubleshooting and customer service for assigned systems to ensure user satisfaction. Works closely with users to understand and replicate problems. Escalates complex issues to higher-level support when necessary. Diagnoses and resolves end device issues related to specific software applications for any supported applications. Works with support analysts and solution developers to establish diagnostic and troubleshooting methodologies for support at the user level.

3. Serves as administrator for assigned department or workgroup applications. Evaluates current procedures and recommends changes and improvements. Provides instruction on procedures and use of systems software.

4. Performs routine maintenance, updates, and patches for software applications. Ensures applications are running smoothly and efficiently. Works with software vendors and solution analysts to resolve application bugs and issues. Monitors application performance and usage on end user devices to identify potential issues. Optimizes application performance and recommends enhancements. Maintains a close working relationship with vendors to identify and solve problems with software systems. Troubleshoots problems, makes corrective changes to existing configurations through consultation with vendor. Attends user meetings with vendors as needed.

5. Provides support to users regarding application functionalities. Assists in configuring and customizing applications to meet user needs. Manages application settings and preferences. Creates user guides for application use and conducts individualized user training sessions as assigned. Maintains detailed documentation of application issues, resolutions, and user guides. Ensures application support documentation is regularly updated.

6. Maintains inventory of hardware, software assets and user accounts within the Information Technology Service Management (ITSM) System. Ensures proper documentation and tracking of IT assets. Ensures accuracy of configuration items and assets, including hardware, software, and user accounts, in ITSM. Researches new technology and recommends updated technology standards to assigned Supervisor. Purchases technology using standard Finance systems and processes.

7. Analyzes problems with assigned applications and recommends appropriate action to address problems. Confers with vendors and/or other technical personnel as needed to resolve problems.

8. Develops or contributes to the development of requests for information (RFI's) and requests for proposals (RFP's). Reviews proposals or bids to ensure that vendors meet minimum requirements, provides an analysis of software systems, and assists with software selection process. Performs cost benefit analysis as needed. May participate in project development, planning, budget preparation and monitoring, testing, implementation, communication and training, as assigned.

9. Ensures applications comply with organizational policies and industry best practices. Stays up to date with the latest application support techniques and tools and current with developments, trends, procedures and changes in assigned systems and technology. Recommends upgrades, changes and new software purchases consistent with department and City needs.

10. Performs advanced web design and builds advanced forms, workflows and automations. Perform advanced troubleshooting utilizing browser developer tools to investigate debugging of website and application issues. Assists solution analysts in testing and implementing new website and application features and functionalities.

11. Performs basic network troubleshooting to identify and resolve issues in collaboration with network analysts to support department specific network infrastructure. Assesses networking requirements and provides network configuration for servers, applications, and cloud hosted services.

ADDITIONAL WORK PERFORMED:

1. 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
- Considerable knowledge of software applications and database theory.
- Considerable knowledge of generalized web application use (e.g. web-connectivity, proxies, authentication models, etc.)
- Considerable knowledge of scripting and administration via PowerShell.
- Knowledge and familiarity with design, development, and maintenance of application systems.
- Knowledge of setup and configuration of client computers, mobile devices, software and peripherals.
- Strong knowledge of current Microsoft Windows, and depending on assignment, Apple iOS and Google Android, operating systems.
- Strong knowledge of LAN management including DNS, DHCP and associated security software solutions
- Strong knowledge of the concepts involved in the operation of client computers, mobile devices; peripherals, printers, wireless networking, broadband communications and local area networks.

- Comprehensive knowledge of assigned software application packages, such as: Department business systems, Office 365 (including Microsoft Office Suite), client web browsers, etc.
- Knowledge of the functions of City departments, standard City office operations and interdepartmental working relationships.

Skill in:
- Interpersonal skills using tact, patience, and courtesy.
- Excellent customer service and interpersonal skills for establishing and maintaining effective working relationships with City staff, division staff and computer vendors.
- Excellent written communication skills for corresponding with City employees and vendors, and to collaborate with technical staff throughout the City.
- Good researching, planning, organizing, problem-solving, and time management skills.

Ability to:
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- Maintain security and confidentiality of systems and records while adhering to security policies and procedures
- Maintain a virtual server environment
- Comprehend and resolve the problems experienced by staff using software application programs.
- Use diagnostic tools to troubleshoot software/hardware problems.
- Research and comprehend technical information and apply that information to solving software and hardware problems.
- Work with and interpret needs for a variety of user departments.
- Work independently with minimal supervision.
- Ability and willingness to maintain the absolute confidentiality of sensitive files, data and materials accessed, discussed, or observed while working with City staff.
- Edit/review work of others for potential content issues/concerns.
- Ability and willingness to demonstrate the Public Service Competencies of Service Orientation, Results Orientation, and Teamwork and Cooperation.
- Ability to maintain consistent and punctual attendance.
    - 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 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. The person in this position moves client computers and peripherals from one location to another.

EXPERIENCE AND TRAINING REQUIREMENTS:

- Bachelor's degree in computer science, information systems management, applied networking, mathematics or related field and:
- Two years of experience supporting client computer software and hardware in a multi-site network for a business or municipal environment required., and
- Two years of experience providing support and administration for major applications in a complex environment required.

OR

- An Associate degree in computer science, information systems management, applied networking, mathematics or related field and:
- Four years of experience supporting client computer software and hardware in a multi-site network for a business or municipal environment required, and
- Two years of experience providing support and administration for major applications in a complex environment.

OR

- Six years of experience supporting client computer software and hardware in a multi-site network for a business or municipal environment required, and
- Two years of experience providing support and administration for major applications in a complex environment.

OR

- Two years of experience as a Technology Support Specialist I at the City of Bellingham providing support of all applications within the position's portfolio.

AND

- Must have four 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
  - ISACA Information Technology Certified Associate (ITCA)

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

  Incumbents are encouraged to have certifications that apply to each of the following core service disciplines:
  - IT Framework
  - Microsoft Technologies
  - Hardware Support
  - Customer Service
  - Infrastructure Support

NECESSARY SPECIAL REQUIREMENTS:

- Employment contingent upon passing a criminal conviction and local background check.
- 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 a background check to include fingerprinting and a polygraph examination. Subject to re-check every five years.
- Some positions may require willingness and ability to work evenings and weekends as needed.
- Failure to obtain required certifications within established time limits will result in demotion to the lower classification for which qualified until such time as the required certification is achieved or dismissal, should a lower classification not exist.

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