

Technical Support Engineer I

Definition

Under general direction provides support to customers by resolving technical issues and providing support for complex systems, server-based applications, and network-related IT problems.

Distinguishing Characteristics

The Technical Support Engineer I is the intermediate journey level position of the technical support classification series. Incumbents will provide advanced technical assistance to internal and external customers. This classification is characterized by its primary responsibility to assist in analyzing and affecting appropriate solutions for technical issues within different components; such as software, hardware, server-based applications, and networking issues. Incumbents must possess exceptional analytical, problem-solving and interpersonal skills to communicate on multiple technical-related problems quickly and efficiently. It is distinguished from the Technical Support Specialist II in the ability to perform more server and server-based application support, maintenance, troubleshooting and repair. It is further distinguished from the Technical Support Engineer II by the latter's responsibility to perform innovative technical support and lead IT implementations.

Essential Functions

- Install and configure complex server-based applications.
- Assist in monitoring and maintaining computer networks.
- Install and configure desktop & server operating systems.
- Assists in the administration and maintenance of Directory Services
- Resolve basic issues related to the network.
- Resolve hardware malfunctions and effects repairs.
- Prioritize and manage the workflow.
- Diagnose, troubleshoot, and resolve IT issues by questioning customers about the issues they are facing in a detailed fashion so that they understand the root cause of issues.
- Design IT systems to meet the particular requirements of their organization or clients.
- Possess the ability to learn and work on changing and emerging technologies.
- Track users' system issues until resolved while adhering to the agreed timelines.
- To resolve complex problems, by interacting with customers through phone, emails, chats or other electronic means, and provide unambiguously written instructions or technical manuals.
- Properly escalate unresolved issues to appropriate internal teams
- Maintain procedural documents and reports.
- Follow standard procedures of the organizations to resolve issues by escalating problems to the relevant internal departments.

- Provide accurate feedback to customers promptly.
- Ensure proper logging of all issues.
- Follow up with customers to make sure their computer systems are functioning properly after troubleshooting.
- Prepare accurate reports promptly.
- Document technical knowledge in the knowledge database.
- Provide training on the use of different types of systems for both users and technical staff.
- Monitor daily performance of technical systems.
- Deploy new software or hardware systems.

Other Functions

- Monitors existing systems to assure appropriateness, effectiveness, accuracy and timeliness of information received.
- Researches, analyzes, evaluates and makes recommendations on data processing program procedures and systems.
- Evaluates equipment and software capability; researches and resolves problem areas and discrepancies in computer applications.
- May represent the department at information technology meetings.
- Analyzes state and federal regulations to determine needed changes to automated systems and procedures.
- May be required to maintain, troubleshoot and perform repairs on telephones and related equipment.
- Perform related duties consistent with the scope and intent of the position.

Employment Standards

Graduation from an accredited college or university with a bachelor's degree, including 15 semester (25 quarter) units in computer science or management information systems **AND** one (1) year of paid experience in a complex IT environment utilizing principles and techniques which include system support, troubleshooting and resolution of network problems, managing or coordinating the data processing operations for a department or organization;

OR

Completion of (60) semester (90) quarter units from an accredited college or university with course work in computer science or management information systems **AND** three (3) years of paid experience, one (1) of which must have been in a complex IT environment utilizing principles and techniques which include system support, troubleshooting and resolution of network problems, managing or coordinating the data processing operations for a department or organization

OR

Completion of an accredited trade or vocational school training program in computer repair, computer science or information systems, **AND** three (3) years paid experience, one (1) year of which must have been in a complex IT environment utilizing principles and techniques which include system support, troubleshooting and resolution of network problems, managing and

coordinating the data processing operations for a department or organization

OR

Two (2) years of experience as a Technical Support Specialist II in the Kern County classification systems.

OR

Five (5) years of experience, three (3) of which must have been in a complex IT environment utilizing principles and techniques which include system support, troubleshooting and resolution of network problems, managing or coordinating the data processing operations for a department or organization

Qualifying experience must have been within the last five (5) years.

Applicants must possess the physical capacity to perform all essential tasks.

A valid Class "C" California Driver's License is required at the time of appointment.

Knowledge of: the procedures and techniques used in the installation, configuration, support troubleshooting and repair of applicable operation systems, server and storage related equipment, software applications, other IT hardware and peripherals; network and security concepts; basic network administration; Directory Services, such as Active Directory; general principles of office automation, and computer systems analysis; techniques to evaluate customers' needs and requirements and identify possible business solutions.

Ability to: independently install and troubleshoot locally used software applications, hardware, and peripherals; analyze and resolve user needs and issues; identify and solve basic networking problems; integrate desktop software with custom applications; interpret and apply information from technical resources; communicate on technical concepts with non-technical staff; provide technical training; establish and maintain effective working relationship with other staff; plan, organize, and prioritize the work of self and others.

A background check may be conducted for this classification.

All Kern County employees are designated "Disaster Service Workers" through state and local laws (CA Government Code Sec.3100-3109 and Ordinance Code Title 2-Administration, Ch. 2.66 Emergency Services). As Disaster Service Workers, all County employees are expected to remain at work, or to report for work as soon as practicable, following a significant emergency or disaster.

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