

Technical Support Specialist I

Definition:

Under close supervision provides help desk technical support, advice, and assistance to County staff with technical, hardware, and software system problems. Incumbents must communicate effectively by receiving service requests/questions by telephone and/or electronically by end-users; create, maintain, and track calls and electronic requests received; assist in the operation of enterprise computer systems and associated peripheral equipment; and to carry out processing jobs. Technical Support Specialists will assist in providing resolution of connection issues, the inability to access data, slow performance, and will conduct system integration. Some positions may work on-site to modify, install, clean, and repair computer software and hardware.

Distinguishing Characteristics

This is the entry-level position in the Technical Support Specialist flexible classification series. The Technical Support Specialist's role is to ensure proper computer operations for end users. Incumbents must possess good analytical, problem-solving and interpersonal skills to communicate on technical-related problems quickly and efficiently. This includes receiving, prioritizing, documenting and actively resolving end user technical service requests. Problem resolution may involve the use of diagnostics and service request tracking tools, as well as, providing some hands-on assistance at the desktop level. It is distinguished from the Technical Support Specialist II by the latter's responsibility to maintain, troubleshoot and repair more challenging computer and system integration problems.

Incumbents are expected to obtain experience and proficiency which would lead progressively toward the next level. Promotion to the next higher level is considered on a merit basis subject to recommendation by the Department Head.

Essential Functions:

- Provide first level technical support to internal and external customer issues via service desk concerning computer systems, equipment and software operation.
- Responds to technical service requests via telephone, email or other electronic communication in a courteous manner to build rapport and elicit problem details to ensure accurate documentation of issues.
- Maintains Help desk logs (manually or in a system) of incoming requests for service; generates problem reports for the more difficult jobs; escalates urgent problems to next level of support; refers problem reports to the appropriate staff for follow-up and problem resolution; and informs supervisor of recurring problems.
- Diagnose, troubleshoot, and resolve issues by gathering detailed information from customers regarding technical issues.
- Documents pertinent end user information, concerning the nature of problem or issue.
- Prioritize, schedule and escalate technical service requests to the appropriate experienced technician(s).

- Record, track, and document the service desk problem-solving process, including decisions, and actions taken, through to the final resolution.
- Apply diagnostic utilities to aid in troubleshooting.
- Access resources to aid in problem resolution, which includes but is not limited to software updates, drivers, and knowledge bases.
- Identify and learn appropriate software and hardware used and supported by the organization.
- Perform hands-on fixes at the desktop level, including installing and upgrading software, implementing file backups, and configuring systems and applications.
- Install and configure computer applications.
- Configure desktop operating systems.
- Test fixes to ensure problem is adequately resolved.
- Maintain procedural documents and reports.
- Provide accurate feedback to customers promptly.
- Follow up with customers to ensure computer systems are functioning properly after troubleshooting.
- Prepare accurate reports promptly.
- May assist in deploying new software or hardware systems.
- Assist in monitoring and maintaining computer networks.
- Monitor daily performance of technical systems.
- Develop help sheets and knowledge base articles for end users.
- Document technical knowledge in the knowledge database.
- Perform related duties consistent with the scope and intent of the position.

Employment Standards:

High School Diploma, G.E.D. and completion of thirty (30) semester or forty-five (45) quarter units from an accredited college or university with course work in computer science or information systems.

OR

Completion of an accredited trade or vocational school training program in computer repair, computer science or information systems.

OR

One (1) year paid full time experience providing user support in the installation, repair, and maintenance of enterprise computer systems, equipment, mobile devices, equipment and other technical systems.

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 operation and use of automated systems, personal computers, network technologies, and peripheral equipment; an understanding of the logical operation of IT systems and mobile communication devices; PC operating systems and hardware; directory services, such as Active Directory, and basic networking of computers; working knowledge of data processing methodology and techniques in creating documentation and data security.

Ability to: quickly and effectively identify, analyze and resolve problems with computer hardware, software and peripheral equipment; provide excellent customer service to internal and external customers; learn a variety of operating systems; simplify technical terminology for training purposes; communicate effectively both orally and in writing; plan, organize, and prioritize work assignments; use computer applications such as spreadsheets, word processing, e-mail and database software.

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.