

**MONTGOMERY COUNTY GOVERNMENT, VIRGINIA
POSITION DESCRIPTION**

TITLE: Technology Support Specialist

GENERAL DESCRIPTION

This role is responsible for the planning, deployment, support and maintenance of Montgomery County's desktop computing resources. These resources include all desktop and laptop PC hardware, monitors, printers and associated application software. This role is an internal customer service role responsible for trouble shooting problems, resolving or escalating when appropriate and making sure that the customer expectations are set properly and met in a timely manner.

PRIMARY DUTIES: *This list represents the essential tasks performed by the position. Employees may be assigned additional duties by management as required.*

Work with the Lead IT Customer Service Specialist to support the end-user computing environment throughout the various County departments and agencies.

Receive and respond to incoming calls, pages, and/or e-mails regarding general desktop problems. Track the problems in the Helpdesk system via work orders. Escalate and coordinate with other IT Customer Service, IT Operations or IT Applications personnel when required to obtain resolution to issues in a timely manner.

Work with County employees in a professional and helpful manner, making sure proper expectations are set and that follow up status and eventual problem resolution is communicated.

DATA RESPONSIBILITY: *Data refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.*

Work with the Lead IT Customer Service Specialist to execute the computer replacement plan replacing computers that are targeted for replacement or operating system and application upgrades where appropriate.

PEOPLE RESPONSIBILITY: *People refers to individuals who have contact with or are influenced by the position.*

Work closely with others on the IT Customer Service teams as well as representative from the IT Operations and Applications areas to ensure the Desktop environment is adequately configured.

Work very closely and develop a strong rapport with County employees in which there is mutual respect and trust.

INVOLVEMENT WITH THINGS: *Things refers to inanimate objects such as substances, materials, machines, tools, equipment, work aids, or products. A thing is tangible and has shape, form, and other physical characteristics.*

Install, configure, test, maintain, monitor, and troubleshoot end-user workstations and related hardware and software in order to deliver required desktop service levels.

TECHNOLOGY SUPPORT SPECIALIST

Develop and maintain an inventory of all monitors, keyboards, hard drives, modems, network cards, and other components and equipment.

Assess the need for and implement performance upgrades to PC boxes, including the installation of CPUs, I/O and NIC cards, hard disks, ribbon cables, hard drives, RAM, memory chips, CD-ROMs and other hardware.

ASSETS RESPONSIBILITY: *Assets responsibility refers to the responsibility for achieving economies or preventing loss within the organization.*

Accurately document instances of desktop equipment or component failure, repair, installation, and removal in the County's asset management and trouble ticketing system.

Responsible for achieving minor economies and/or preventing minor losses through the handling of or accounting for materials, supplies or small amounts of money.

SAFETY OF OTHERS: *Safety of others refers to the responsibility for other people's safety, either inherent in the job or to assure the safety of the general public.*

Requires no responsibility for the safety and health of others.

MATHEMATICAL REQUIREMENTS: *Mathematics deals with quantities, magnitudes, and forms and their relationships and attributes by the use of numbers and symbols.*

Use addition and subtraction, multiplication and division, and/or and calculate ratios, rates and percents.

Analytical and problem-solving abilities, with keen attention to detail.

COMMUNICATIONS REQUIREMENTS: *Communications involves the ability to read, write, and speak.*

Experience at working both independently and in a team-oriented, collaborative environment is essential.

Strong interpersonal skills.

COMPLEXITY OF WORK: *Complexity of work addresses the analysis, initiative, ingenuity, creativity, and concentration required by the position and the presence of any unusual pressures.*

Excellent technical knowledge of PC and desktop hardware and software.

Hands-on hardware troubleshooting experience.

Good working knowledge of the Windows desktop operating system including Windows XP and beyond.

Working technical knowledge of current protocols, operating systems, and standards.

Technically competent with various software programs including the Microsoft Office suite.

Reacts to project adjustments and alterations promptly and efficiently.

Flexible during times of change.

TECHNOLOGY SUPPORT SPECIALIST

Must be able to learn, understand, and apply new technologies

Occasional evening and weekend work to meet deadlines.

Can conform to shifting priorities, demands and timelines through analytical and problem-solving capabilities.

IMPACT OF DECISIONS: *Impact of decisions refers to consequences such as damage to property, loss of data or property, exposure of the organization to legal liability, or injury or death to individuals.*

Responsible for decisions, affecting individuals and in some cases, workgroups.

The impact of errors is minor – affects only those in immediate work area.

EDUCATION AND EXPERIENCE REQUIREMENTS

EDUCATION REQUIREMENTS: *Education requirements refers to job specific training and education required for entry into the position.*

College diploma or university degree at the Associates level in the field of computer science and/or 2 years equivalent work experience.

LICENSES, CERTIFICATIONS, AND REGISTRATIONS REQUIRED: *Licenses, certifications, and registrations refers to professional, state, or federal licenses, certifications, or registrations required to enter the position.*

None Required, but certifications like CCNA, MCP and A+ would be beneficial.

EXPERIENCE REQUIREMENTS: *Experience refers to the amount of work experience that is required for entry into the position that would result in reasonable expectation that the person can perform the tasks required by the position.*

Three to five years work experience in a professional Desktop support role is required for this role.

Experience with automated workstation deployment and update technologies like RIS, SMS, Ghost is desirable.

Experience managing computers in a Microsoft Active Directory environment and experience with evaluation and troubleshooting of desktop Group Policies.

Experience in the configuration of laptops to be utilized in a remote environment.

AMERICANS WITH DISABILITIES REQUIREMENTS

PHYSICAL DEMANDS: *Physical demands refers to the requirements for physical exertion and coordination of limb and body movement.*

Physically able to lift computers, monitors and printers at a total weight not to exceed 25lbs

TECHNOLOGY SUPPORT SPECIALIST

Sitting for extended periods of time.

Dexterity of hands and fingers to operate a computer keyboard, mouse, and to handle other computer components/peripherals.

Physically able to participate in sessions, presentations, and meetings.

Some travel may be required for the purpose of training or coordination of projects with external vendors.

UNAVOIDABLE HAZARDS: *Unavoidable hazards refers to unusual conditions in the work environment that may cause illness or injury.*

The position is exposed to no unusual environmental hazards

SENSORY (ADA) REQUIREMENTS: *Sensory requirements refers to hearing, sight, touch, taste, and smell necessary to perform the tasks required by the position efficiently.*

The position requires normal visual acuity and field of vision, hearing, and speaking.

AMERICANS WITH DISABILITIES ACT COMPLIANCE

The Montgomery County Government of Virginia is an Equal Opportunity Employer. ADA requires the County to provide adequate accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.