CLASSIFICATION DESCRIPTION

TITLE: IT SUPPORT SPECIALIST   **JOB CODE: 11 (Non-Exempt)**

GENERAL DESCRIPTION OF DUTIES

Under general supervision, the purpose of the position is to provide moderately complex technical hardware operations, software applications, network, and internet systems support to City employees, promoting efficient and organized operation of departmental activities. Employees in this classification function at entry professional level, are responsible for receiving, investigating and resolving technical problems and requests. Position is responsible for administration, security and maintenance of all information technology systems, equipment and applications.   Performs related work as directed.

SPECIFIC DUTIES AND RESPONSIBILITIES

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

- Installs, configures, maintains and repairs computer/server hardware and software; responds to software and hardware requests to improve the efficiency and effectiveness of each department.

- Installs and maintains the City wired and wireless computer network and related systems, internet connections, telecommunications devices and related equipment.

- Establishes and maintains virus protection software for each use within the City; ensures current software updates are maintained.

- Maintains open communication with all departmental management and employees for the dissemination of information regarding software and hardware issues.

- Provides technical support to end-users; receives questions and problems, ascertains the nature of the request, and resolves independently or obtains expert support.

- Troubleshoots, Researches, analyzes and repairs routine to moderately complex software and hardware issues.

- Ensures that routine maintenance is performed on all equipment in area of responsibility either by self or by vendor.

- Consults with software vendors and company support desks for product research,

dissemination of information and problem resolution with existing software.

- Retrieves, repairs or disposes of damaged equipment and hardware according to departmental support policies and procedures.

- Troubleshoots, maintains and repairs wired and wireless computer network and related systems, internet connections, telecommunications devices and related equipment.

- Documents procedures, diagrams and inventory of systems in area of responsibility; maintains database of equipment inventory containing records of serial number, location and maintenance information.

- Performs related duties as directed.

MINIMUM TRAINING AND EXPERIENCE

Associate's Degree with coursework in Computer Science or related field; supplemented by four (4) years experience in Information Technology support functions; or an equivalent combination of education, training, and experience.

LICENSES, CERTIFICATIONS OR REGISTRATIONS

Must possess and maintain a valid Florida Driver's License.

KNOWLEDGE, SKILLS AND ABILITIES

- Ability to install, configure, maintain and repair computer/server hardware and software.

- Knowledge of pertinent federal, state and local rules, regulations, ordinances, and other regulatory standards applicable to the work.

- Knowledge of the methods, tools, and techniques applied to troubleshoot and create software solutions for existing or new applications in stand alone and networked environments.

- Knowledge of the various other technical disciplines of the industry, e.g., web management, database management, network administration, desktop support functions.

- Skill in reading and interpreting technical and trade journals, industry specific periodicals, product / manufacturer specifications, and related technical information and data.

- Ability to utilize personal computers, standard office equipment and standard software applications, e.g., word processors, database software, spreadsheet applications.

- Ability to establish and maintain effective working relationships with employees, division and department heads, public/private sector contacts, and County administration.

- Ability to organize work, establish priorities, meet established deadlines, and follow up on assignments with a minimum of direction.

PHYSICAL REQUIREMENTS

- While performing the essential functions of this job the employee is frequently required to stand, walk, sit; use hands to finger, handle, or feel; talk or hear; and lift and/or move up to 35 pounds.

- While performing the essential functions of this position the employee is rarely exposed to disagreeable environmental factors.

The City of Palm Coast, Florida is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, The City of Palm Coast, Florida will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.