

Non-Union Position Description

1. POSITION IDENTIFICATION:

Position Title: IT Support Specialist

Department: Information Technology

Reports To: IT Manager

Salary Grade: 6 or 7 – Experience

Exempt/Non-Exempt: Non-Exempt

2. FUNCTION:

Support the communication and computation needs of internal and external users by recording and resolving IT service deficiencies. Increase the efficiency of IT operations by exploiting opportunities for automation and end-user training. Work with other department members to continuously improve system confidentiality, integrity, and availability.

3. ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Maintain a pool of more than 150 PC servers, workstations, laptops, and mobile devices providing access to servers and applications; this includes deploying new and spare workstations, and their associated applications, and retiring old systems
2. Act as lead phone system technician, handling activities such as moving, adding and changing extensions, configuring voice mail, customizing station features, monitoring phone system reports, and escalating unresolved issues to the phone system vendor
3. Reliably execute scheduled procedures to support IT operations; these include checks of system logs, backup logs, monitoring systems, and system restore testing to validate backup procedures
4. Document regular procedures of the IT operations team including system build books and run books; maintain an accurate inventory of IT equipment and software; document software licensing compliance; maintain accurate system and network maps
5. Assist with the identification, monitoring and management of IT system defects through analysis of Trouble Ticket data
6. Troubleshoot system problems and create procedures to minimize system downtime
7. Continuously improve system security practices; assist with regular audits of IT systems, procedures, and documentation
8. Participate in periodic Disaster Recovery and Business Continuity (DR/BC) exercises
9. Provide 24x7 on-call IT pager coverage on a rotating basis with other members of the IT staff
10. Provide technical support to internal and external customers of IT services
11. Provide end-user instruction to help IT customers make policy-compliant and productive use of existing IT services
12. Continuously develop new skills with emerging and useful technologies
13. Handle other duties as assigned by the IT Manager

4. REQUIRED POSITION COMPETENCIES:

Entry Level

Technical Knowledge: Uses an accurate, consistent, layered, internal model of network computer systems and applications to troubleshoot problems. Exhibits a passion for technology and its application that motivates ongoing study of information technology and automation. Possesses a substantial working knowledge of personal computing applications, operating systems, and common network and Internet applications.

Problem Solving: Works independently to assess user reports and system monitoring data from computer, network, and telecommunications systems. Compares reported issues to recorded defects and efficiently reuses established solutions. Develops or improves solutions to commonly encountered issues. Escalates difficult problems to the appropriate internal and external resources in a timely manner.

Interpersonal Skills: Has a courteous approachable demeanor and demonstrates a strong consistent interest in user issues. Works efficiently with both technical and non-technical users. Listens and communicates effectively with individuals and small groups.

Organizational Skills: Assists with the development and maintenance of all department documentation and monitoring systems. Records and updates system Trouble Tickets reliably with detail sufficient for subsequent analysis. Provides accurate data entry, analysis, and reporting using spreadsheets, databases, and other applications.

Accountability: Responsible for the confidentiality, integrity, and availability of critical company information systems along with other members of the IT staff. Responds efficiently to facility users requesting assistance with IT services. Assists the IT Manager and other department members with their efforts to reduce the overall service defect rate.

Fully Competent Level - in addition to the above competencies

Technical Knowledge: Uses a well-developed understanding of network communications, computer application architecture, and telecommunications systems to quickly troubleshoot and resolve technical problems. Automates routine tasks to improve the efficiency of IT operations. Makes informed technology recommendations. Provides basic technical guidance to department members and facility users.

Problem Solving: Has the confidence and ability to independently interrogate critical business systems to determine the underlying causes of system

problems. Requests help from internal and external resources in a timely manner. Relentlessly pursues the solution to difficult problems. Plans, executes and documents management-approved system changes.

Interpersonal Skills: Enthusiastically and respectfully provides assistance to all facility users. Listens carefully to user concerns and shares these concerns succinctly with other IT department members. Works reliably with internal and external resources to address system problems and make improvements. Regularly communicates the status of ongoing work to affected users. Provides technical training and facilitates discussions with groups of twenty or more.

Organizational Skills: Diligently records reported system defects and tracks progress toward correcting those defects until they are resolved. Monitors system operation and highlights changes or anomalies. Reviews and revises procedures to assure that IT efforts are repeatable with guidance from other department members.

Accountability: Demonstrates responsibility for all aspects of information systems, regardless of the level of direct responsibility and expertise.

5. EDUCATION AND EXPERIENCE:


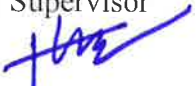
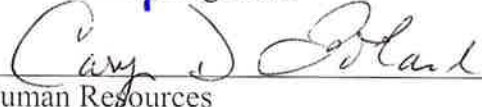
- Bachelor's degree in Computer Science, Engineering, Mathematics, the Physical Sciences, or other technical field, or equivalent related experience
- One to three years' experience working with current IT technologies and practices
- Experience meeting project deadlines with limited supervision
- Experience managing emergencies and difficult customer situations
- Experience delivering exceptional customer service in a fast-paced environment

6. PHYSICAL DEMANDS/WORKING CONDITIONS:

- Onsite working hours are 7:30am to 4:30pm to provide business day support
- Responsibilities will require evening, weekend and holiday work. Must be able to work evenings and weekends including on-call support
- Periodic travel will be required
- Work requires extensive use of computers
- Work conditions will require some lifting and physical labor. Some tasks will require the ability to climb, balance, kneel, crouch or crawl. Some tasks will require a full range of movement including lifting equipment and bending
 - Regularly required to lift up to 10 lbs

- Occasionally required to lift 10-50 lbs
- At times must be able to lift, carry, or move objects weighing 50-100 lbs

7. APPROVALS

	2012-01-23
Immediate Supervisor	Date
	1.17.12
Next Level Management	Date
	1/22/2012
Human Resources	Date

The statements herein are intended to describe the general nature and level of work being performed by employees assigned to this job. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and competencies required of personnel so classified.