

CLASSIFICATION: TECHNICAL SUPPORT SPECIALIST I

Class Code: 9315-17

Date Established: 04-01-74

Occupational Code: 9-3-4

Date of Last Revision: 01-28-15

Exempt Status: Non-Exempt

BASIC PURPOSE: To provide assistance and training to users in a computer environment, and to maintain and support computer applications.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES:

- Performs preliminary troubleshooting of computer operating system to detect malfunction.
- Interviews computer users to determine needs and recommends computer hardware and software to meet end user requirements.
- Sets up hardware and installs software for new users; schedules and conducts computer training on new software packages.
- Maintains and supports computer applications to satisfy the requirements of the user.
- Converts computer file structures from one data format to a different data format.
- Maintains inventory of data processing equipment and recommends requisition of data processing hardware and software.
- Schedules maintenance for information technology equipment and answers telephone inquiries regarding computer hardware and software.

DISTINGUISHING FACTORS:

Skill: Requires skill in recommending routine changes in standardized operating procedures OR in retrieving, compiling, and reporting data according to established procedures OR in operating complex machines.

Knowledge: Requires knowledge of business practices and procedures or technical training in a craft or trade, including working from detailed instructions, to apply knowledge in a variety of practical situations.

Impact: Requires responsibility for contributing to immediate, ongoing agency objectives by facilitating the direct provision of services to the public or other state agencies. Errors at this level result in inaccurate reports or invalid test results and require a significant investment of time and resources to detect.

Supervision: Requires no supervision of employees or functions.

Working Conditions: Requires performing regular job functions in a controlled environment with minimal exposure to disagreeable job elements and little risk of hazard to physical or mental health.

Physical Demands: Requires medium work, including continuous strenuous activities such as frequent reaching, bending, or lifting as well as performing work activities which require fine manual dexterity or coordination in operating machines or equipment.

Communication: Requires summarizing data, preparing reports, and making recommendations based on findings which contribute to solving problems and achieving work objectives. This level also requires presenting information for use by administrative-level managers in making decisions.

Complexity: Requires a combination of job functions to establish facts, to draw daily operational conclusions, or to solve practical problems. This level also requires providing a variety of alternative solutions where only limited standardization exists.

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Independent Action: Requires objective assessment in analyzing and developing new work methods and procedures subject to periodic review and in making decisions according to established technical, professional or administrative standards.

MINIMUM QUALIFICATIONS:

Education: Associate's degree from a recognized college or technical school, or two years of college with a major study in mathematics, computer science, data processing, or business administration, or a related degree field, with at least fifteen (15) credit hours in the field of computer science. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Two years' experience in the use and maintenance of computers and application software. Each additional year of approved work experience may be substituted for one year of required formal education.

License/Certification: None required.

RECOMMENDED WORK TRAITS: Knowledge of the principles of systematic problem solving and the fundamentals of information processing. Knowledge of current computer hardware and software development. Knowledge of current communication hardware and software. Ability to make oral and written reports. Ability to establish and maintain effective working relationships with associates and personnel of user agencies. Must be willing to maintain appearance appropriate to assigned duties and responsibilities as determined by the agency appointing authority.

DISCLAIMER STATEMENT: This class specification is descriptive of general duties and is not intended to list every specific function of this class title.