

CITY OF MARGATE, FLORIDA JOB DESCRIPTION

JOB TITLE: TECHNOLOGY SUPPORT SPECIALIST (Job Code 804).

GENERAL STATEMENT OF JOB

Under general supervision, performs technical work in the Information Technology Department of the City of Margate. The Technology Support Specialist is responsible for supporting employee technology requests and needs, as well as assisting with the maintenance and optimization of the City's workstations, printers, and other technology. This position will also provide audio/visual equipment usage and content production assistance to employees. This position works with other members of the department to facilitate the City's technology utilization and pervasiveness through technology training, communication, reiteration of policies, technology asset management/control, inventory, and process documentation as required by the department.

ESSENTIAL FUNCTIONS

The following duties and functions, as outlined herein, are intended to be representative of the type of tasks performed within this position. They are not listed in any order of importance. The omission of specific statements of the duties or functions does not exclude them from the position if the work is similar, related, or a logical assignment for this description. Other duties may be required and assigned.

Provides technical assistance and support for incoming queries and issues related to computer systems, software and hardware in person, by phone, or by email.

Responds to phone calls and emails for assistance, asks directed questions to determine nature of problem, and assists customers through a problem-solving process.

Provides quality assurance by performing follow-up communications with customers after issues are resolved.

Creates training manuals and documents, and trains employees on technology related topics.

Installs, modifies, and repairs computer hardware and software, and peripherals for users.

Checks servers for errors daily and reports errors.

Rotate daily backup tapes and verify backup logs.

Runs diagnostic programs to resolve problems.

Resolves technical issues with Local Area Networks (LAN), Wide Area Networks (WAN), and other systems.

Ensures cleanliness of server room for proper care of hardware by removing dust, checking for physical defects in equipment, etc.

Queries customers for feedback regarding hardware and software usage.

Performs other technology support functions as determined by the IT Director.

Performs related work as required.

Performs emergency response duties as necessary.

MINIMUM TRAINING AND EXPERIENCE

High School diploma or equivalent with minimum of four (4) years' experience in IT field support, or Associate's degree with a minimum of two (2) years' experience in IT field support. CJIS certification is a plus. Must possess and maintain a valid State of Florida driver's license.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Tasks involve frequent walking, standing, bending, stooping; some lifting and carrying objects of light to moderate weight (12-40 pounds).

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, or composite characteristics (whether similar to or divergent from obvious standards) of data, people, or things.

Interpersonal Communication: Requires the ability to speak and/or signal people to convey or exchange information. Includes giving and receiving instructions, assignments and/or directions.

Language Ability: Requires the ability to read a variety of materials relevant to government, legal, and city administration operations.

Intelligence: Requires the ability to utilize long-range planning principles and methods. Requires the ability to analyze, plan, and draw valid conclusions in program management and prioritization.

Verbal Aptitude: Must communicate efficiently and effectively in standard English. Must speak with poise, confidence, and voice control.

Numerical Aptitude: Requires the ability to add, subtract, multiply and divide; calculate decimals and percentages; utilize algebraic formulas and descriptive statistics.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape, and visually read various information.

Motor Coordination: Requires the ability to coordinate hands and eyes accurately in handling, sorting, and managing paperwork and documentation.

Manual Dexterity: Requires the ability to utilize a variety of modern office equipment. Must have minimal levels of eye/hand/foot coordination.

Color Discrimination: Requires the ability to differentiate between colors or shades of color.

Interpersonal Temperament: Requires the ability to deal with people from a variety of departments in both giving and receiving instructions. Must be able to perform duties when confronted with individuals acting under stress.

Physical Communication: Requires the ability to talk and/or hear: (talking: expressing or exchanging information by means of spoken words: hearing: perceiving nature of sounds by ear).

Environmental Requirements: Tasks are regularly performed without exposure to adverse environmental conditions, i.e. dirt, cold, rain, fumes.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of City's PC Operating Systems, Word Processing, and Spreadsheet Software.

Skilled in the operation of general office equipment such as computers, copiers, facsimile machines, etc.

Ability to organize and prioritize workload.

Ability to follow oral and written instructions.

Ability to communicate effectively both orally and in writing.

Ability to work effectively with other employees and the general public.

EQUAL OPPORTUNITY EMPLOYER

The City of Margate, Florida, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act (42 U.S. C. 12101 et. seq.), the City of Margate will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of this job.

I have read and acknowledge receipt of this Job description.

Employee Name and Signature

Date