

METRO

Classification Description

Title: Technical Specialist I
Job Code: 0057
Pay Range: 13
FLSA Status: Non-exempt

Bargaining Unit: AFSCME 3580
Established:
Revised: 2007

Classification Summary:

This position provides technical support to PC and MAC users throughout the organization, assisting with hardware, software and communication problems, including installing software programs and providing limited training and/or one-on-one consulting on the use of such programs.

Supervision Received:

Supervision is received from the Program Supervisor.

Supervision Exercised:

None

Distinguishing Features:

This is the entry-level position to the Technical Specialist Classification.

Essential Functions:

An employee in this classification may perform any of the following duties. However, these examples do not include all the specific tasks that an employee may be expected to perform.

1. Configures and installs computer and printer hardware and software, includes both PCs and MACs in a networked environment.
2. Interacts with staff to troubleshoot problems, hardware and software.
3. Installs and configures software applications for PCs and MACs
4. Diagnoses problems using desktop tools from the computer to the wall jack.
5. Moves/changes computers, including patch cables from computer to wall jack.
6. Provides limited training and/or one-on-one consulting in the use of software packages.

METRO

Classification Description

Secondary Functions:

1. Performs other related duties as assigned.

Job Specifications:

Associate degree in computer technology and 0-3 years experience working with computer users in a non-technical environment; or any combination of experience and education that provides the applicant with the desired skills, knowledge, and ability required to perform the job.

Knowledge, Skills and Abilities:

1. Ability to understand the fundamental concepts, practices and procedures for troubleshooting, diagnostic testing and repair of personal computers – hardware and software; such as operating systems, applications, components
2. A beginning understanding of networking fundamentals
3. Ability to provide limited technical training to non-technical staff
4. Ability to communicate effectively both orally and in writing
5. Ability to remain calm in stressful situations

Advancement Criteria

- Department Director must verify that there is a business need for incumbent to perform higher-level duties. Business need determines the opportunity – advancement is not guaranteed
- Incumbent is required to serve a minimum of one (1) year in the Technical Specialist I level classification. However, three (3) years represents the typical amount of time needed for incumbent to fully demonstrate the ability to advance from the level I classification to the level II classification
- Incumbent must demonstrate the ability to perform all of the duties in the Technical Specialist II level classification, as determined by the direct supervisor with the written approval of the department director
- Incumbent must demonstrate a willingness to lead in their own professional development by taking on new challenges when they are identified and offered
- Incumbent must have completed all mandatory training through the Metro Human Resources Department (Harassment & Discrimination Awareness)
- Incumbent must have completed a Metro-approved Project Management course

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Working Conditions:

This position requires the ability to perform those activities necessary to complete the essential functions of the job, either with or without reasonable accommodation. Position requires continuous and/or frequent standing, walking, fingering, talking, repetitive motions of hand/wrists, hearing, and handling. Also requires occasional stooping, crawling, reaching, feeling, repetitive motions of feet, sitting, bending, kneeling and the ability to lift and/or carry up to 20 pounds.