

TECHNICAL SUPPORT SPECIALIST 3

Provide advanced troubleshooting and support for end-user personal computing environments and Local Area Networks. Work independently and in a team environment to resolve problems and communicate technical issues effectively by having thorough knowledge of networks, protocols, PC operations, host connectivity, and client/server application deployment strategies. Thorough understanding of how products and services interface with the network, network management, and PC operating systems.

CLASSIFICATION DISTINCTIONS

The Technical Support Specialist III is within the Technical Support Specialist job family. Incumbents focus on end-user support in a personal computing environment, and work independently providing a full range of end-user support.

The Technical Support Specialist III differs from the Principal Technical Support Specialist in that the Principal Technical Support Specialist leads, directs, provides support and technical direction, and acts as project manager for other Technical Support Specialists.

KEY OR TYPICAL TASKS AND RESPONSIBILITIES

- Provide complex technical support to end users in support of their daily business functions.
- Install and configure personal computing hardware and associated software. Isolate and resolve problems directly at a work station or remotely.
- Work with Information Technology departments at various local, state, and federal agencies to ensure efficient computer interaction between systems.
- Upgrade, configure, install, troubleshoot, and resolve conflicts with standard and niche software applications. Install and maintain personal computing security measures. Uninstall and dispose of outdated software to ensure compliance with software licensing.
- Install, configure, upgrade, repair, troubleshoot, and resolve problems with personal computing devices; computers, printers, scanners, personal digital assistant (PDA) devices, monitors, peripherals and shared resources. Forecast and schedule replacements for personal computing devices; computers, monitors, printers, and scanners as they reach the end of their lifecycle. Decommission expired hardware and dispose of surplus equipment using appropriate security measures in compliance with applicable Federal, State, and local laws, regulations, and statutes.

- Troubleshoot, configure and resolve departments' desktop local area network (LAN) connectivity incidents. Perform various administrative duties which include configuring network drive and printer mappings, establishing account permissions, and managing the allocation of network IP addresses.
- Maintain inventory controls through asset management systems and documentation.
- Track and report status of work performed in an Incident Management - Services Desk system.
- Participate as a team member on Information Technology projects. May act as project lead on small to medium desktop computing related projects.
- Meet with end-users to evaluate and identify user needs. Conduct end-user training on newly installed hardware and software systems.
- Perform other related duties as assigned.

QUALIFICATIONS

Education and Experience:

Requires a Bachelor's degree in information technology or a related field, or an equivalent combination of training, education, and experience that would provide the required knowledge, skills, and abilities will be considered qualifying.

At least 3 to 5 years experience supporting 200+ workstations in a mixed PC/LAN environment preferred.

Qualified candidates must have a valid driver's license.

Knowledge of: current principles in personal computing environments and information technology systems to include: Windows client/server operating systems; Windows networking principles; Active Directory, DNS, DHCP; Group Policy management; command line execution; internal and external storage devices; productivity software application suites; MS Office, Outlook, Visio, Project; desktop and file management principles; troubleshooting techniques; service desk incident management systems; asset and inventory management systems; imaging/provisioning systems; various types of computing devices including laptops, tablets, handhelds/mobiles; endpoint management systems (Altiris, SMS, LANDesk).

Ability to analyze complex technical problems and provide logical and effective solutions; read, interpret, and apply technical information from resource manuals; communicate clearly and concisely, both orally and in writing; establish and maintain effective working relationships with those contacted in the course of work; successfully pass a comprehensive background check.

WORK ENVIRONMENT AND PHYSICAL DEMANDS

Incumbents typically work in a variety of settings and locations. Work is performed in an office setting at a computer and in the field. Work requires the ability to bend, crawl, climb, stoop, and drive to end-user sites in order to provide end-user support in the installation, repair, and maintenance of hardware and software. Incumbents must be able to lift or move PCs and peripheral equipment which may weigh up to 50 pounds.

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