

**COLLIER COUNTY, FLORIDA
CLASSIFICATION SPECIFICATION**

CLASSIFICATION TITLE: TECHNICAL SUPPORT SPECIALIST

PURPOSE OF CLASSIFICATION

The purpose of this classification is to provide technical support and customer assistance to information system users. Work involves responding to questions, calls and e-mails from end-users and providing technical assistance, problem resolution and customer service; developing and conducting user training; and installing, maintaining and troubleshooting personal computers, terminals, networks, and other hardware and peripheral equipment. Work may also involve providing support, database maintenance and data reporting for assigned software applications.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Primary responsibilities include, but are not limited to, providing technical support assistance to end-users. Support includes troubleshooting, diagnosing and resolving a variety of end-user problems and issues. Software support includes a variety of Microsoft Office applications, a variety of Adobe software, as well as industry specific related software (voter registration and election related).

In addition, responsibilities include setting-up, installing, configuring and maintaining various network devices such as workstations (desktops and laptops), printers, scanners, and other hardware; managing and maintaining inventory records for hardware, software license compliance and service contracts.

Operates a personal computer, telephones, copiers and other general office equipment as necessary to complete essential functions, to include the use of word processing, spreadsheet, database, or other system software. Utilizes hand tools in the installation, maintenance and repair of systems equipment.

ADDITIONAL FUNCTIONS

Performs general clerical work in support of assigned duties including answering telephones, assisting end-users, copying and filing documents, etc.

Performs other related duties as required.

This position may require overtime work including weekends. Overtime work is a result of current projects, systems related issues or election related tasks. Workload increases

significantly during an election cycle. Subsequently, longer hours will be required to ensure deadlines are met.

In the event of a declared state of emergency, employees in this classification may be required to work during days or hours other than those for which they are regularly scheduled.

MINIMUM QUALIFICATIONS AND APTITUDES

Vocational/Technical degree with training emphasis in computer science, information systems or a related field; supplemented by one year of experience providing technical support to information system users; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Current industry certifications desired.

Strong attention to detail, as well as strong verbal and written communication skills and strong customer service skills are required. Must be able to work in a fast paced, dynamic and high stress environment. Must be flexible and adaptable; be able to plan, organize and prioritize; and must be able to work independently and as part of a team.

Tasks require the ability to exert very moderate physical effort in light work, typically involving some combination of stooping, kneeling, crouching and crawling, and which may involve some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight.