

JOB DESCRIPTION

JOB TITLE: Support Technician
DEPARTMENT: Technical Services
REPORTS TO: Technical Support Supervisor
EEO category 3

SUMMARY:

As part of the South Sound 911 Technical Services Department, and under the direction of the Technical Support Supervisor, this technical, analytical and customer-oriented position resolves questions, provides assistance and troubleshoots complex computer and application problems and assists with on-going maintenance efforts and security of computers. Work includes maintenance, testing, and installation of computer hardware; computer software installation, configuration, and troubleshooting; and collaboration with others to resolve information technology issues. Works closely with users to identify potential issues and resolve problems. Work is performed independently, using judgment and decision making under limited supervision. The position interacts with employees and customers on a daily basis.

ESSENTIAL FUNCTIONS:

Demonstrate working knowledge of current technology to support various platforms and applications.

Confer with users, or conduct computer diagnostics to investigate and resolve problems or to provide technical assistance and support. Demonstrate excellent customer service skills, providing solutions, proper follow-up, and status updates. Remain organized while performing multiple tasks.

Analyze complex hardware and software problems to determine the most appropriate solution. Perform and document technical troubleshooting from a variety of sources -- phone, email etc. Identify, resolve and/or escalate issues requiring urgent or immediate attention.

Adhere to Incident Management and Service Desk processes and procedures. Demonstrate the ability to work in a diverse team environment.

Install and perform repairs to hardware, software, or peripheral equipment, following design or installation specifications. Set up equipment for employee use, performing or ensuring proper installation of cables, operating systems, or appropriate software.

Prepare evaluations of software or hardware, and recommend improvements or upgrades. Develop training materials and procedures, or train users in the proper use of hardware or software.

REQUIRED ABILITY, KNOWLEDGE AND EXPECTATIONS:

Fluent use of the English language

Understand and follow written and verbal instructions.

Understand and interpret complex rules and procedures.

Read, interpret, explain, apply and follow applicable laws, ordinances, codes, regulations, policies and procedures.

Work appropriately with confidential material and information.

Work with speed and accuracy.

Follow safety rules and regulations.

Proficient with standard suite of Microsoft Office software and database applications, fax machine, and phone system.

Exercise a high degree of independent judgment in problem solving and decision-making.
Communicate efficiently and effectively both orally and in writing using tact, patience and courtesy.
Maintain cooperative and effective working relationships with others.
Analyze situations quickly and adopt an effective course of action.
Organize work with many interruptions and multiple tasks to meet schedules and timelines.
Maintain regular and predictable attendance.
Provide training and orientation to employees.
Knowledge of all service desk processes.
Provide excellent customer service, in a fast pace and challenging environment.
Collaborate with team members and other support teams to resolve incidents and technical issues.
Serve as first point of contact in all computer hardware, software and telecommunications incidents and requests.
Ability to triage incoming requests to determine level of urgency and assign to appropriate personnel.
Knowledge of Support Ticketing application to respond to staff help request and service.
Understand wireless networking, VPN, SMS, Remote Desktop, video conferencing and audio/visual technology.
Skilled in Mobile Device Troubleshooting.
Proficient with Exchange Administrator, Active Directory, and Microsoft Windows.
Excellent customer service, in a fast pace and challenging environment.

QUALIFICATIONS:

Associates degree in Information Technology or related field, or a minimum of 2 years of progressively responsible professional computer support experience in a computer support environment. Additional related education or experience may substitute year-for-year for the requirements.

LICENSES, CERTIFICATES AND OTHER REQUIREMENTS:

A valid Washington State driver's license may be required. Microsoft Certified Professional (MCP) and CompTIA A+ certifications are desired.

PHYSICAL REQUIREMENTS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit at a computer terminal, frequent walking both indoors and out; use hands to finger, handle, or feel and talk or hear. The employee is frequently required to reach with hands and arms. The employee is occasionally required to stand, stoop, or kneel. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

WORKING ENVIRONMENT:

Office environment with frequent interruptions. The noise level in the work environment is usually quiet. This position will interact with employees and customers on a daily basis. Office environment is a 40-hour work week. Standard Support Center hours are 6:00 a.m. – 10:00 p.m.; may be required to work weekends and holidays; rotating on-call schedule covers weekends and after hours. Subject to 24/7 emergency call out and traveling to different locations to conduct work.

MACHINES/TOOLS/EQUIPMENT/WORK AIDS:

Personal computer, copy machines, telephone, fax machine, E-mail, head sets, printers.

POTENTIAL HAZARDS:

The hazards are consistent within an office environment.

ANALYSIS OF PHYSICAL DEMANDS OF POSITION

Activity	Percentage of time	Activity	Pounds
Standing	10% of time	Pulling & Pushing	25 lbs.
Walking	10% of time	Lifting	25lbs.
Sitting	80% of time	Carrying	25lbs.

The following abilities are required to perform the essential job functions:

Hearing	YES
Seeing	YES
Depth Perception	NO
Color Vision	NO

Seldom to occasionally the position will require the following activities: Stooping, Crouching, Crawling, Climbing, Balancing and Kneeling.

ADDITIONAL COMMENTS:

The statements herein are intended to describe the general nature and level of work performed by employee(s) in this job title. The statements are not a complete list of responsibilities, duties and skills required of employee(s) in this job title. Furthermore, the job description does not establish a contract of employment and is subject to change at the discretion of the agency.

PREPARED BY: Scott Hamel, Deputy Director

REVIEWED BY: Laura Lakowske, Recruiting Coordinator

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