



## Technical Support Specialist II

Bargaining Unit: SEIU

### **DEFINITION**

Under general supervision, the Technical Support Specialist II provides the full range of first level network helpdesk and production support in a multi-platform compute environment; ensures a high level of technology support for City staff; provides effective problem management including detection, capture, analysis, and resolution of service disruptions; and performs other duties as assigned.

### **CLASS CHARACTERISTICS**

Technical Support Specialist II is the journey level class in the two-level Technical Support Specialist Series. Classifications within this series are flexibly staffed.

### **EXAMPLES OF DUTIES**

When assisting customer in Helpdesk role:

- Provides first level technical support service by identifying problems in a wide variety of computer environments, determining the cause, recommending or taking corrective action; refers problems to second level support or vendors when appropriate.
- Performs recovery procedures when requested by customers.
- Follows up on end-user requests for support and directing users to the most appropriate solution.
- Documents and assist in proper destruction of e-waste and confidential data.
- Assists in the monitoring and tracking of security vulnerabilities.
- Maintains and logs escalations into help desk-tracking system and prepares reports on incidents.
- Reviews outstanding problems to ensure that proper documentation and escalating procedures are being followed; schedules meetings to resolve problems and informs upper management of situations and recommends actions to be taken.
- Recommends, implements, and documents Information Technology Department policies and procedures.
- Assists in the training of lower-level specialists.

When assisting with Production Infrastructure support:

- Under direction, provides physical support for servers, LAN, and WAN equipment.
- Performs analysis and troubleshoots issues with communication lines.
- Maintains and enforces Information Technology Department standards; maintains and updates standard procedure manuals.
- Produces Ad-Hoc and special reports when required.
- Performs special projects as directed, by collecting and compiling general reference materials and information pertaining to department practices and procedures.

## **QUALIFICATIONS**

### **Knowledge of:**

- Computer system and network trouble-shooting procedures and policies.
- Microsoft Operating Systems and Microsoft System Center
- Office 365 and management of Microsoft desktop apps
- Deployment of software packages, procedure language and other computer systems
- Operation of large-scale computer systems, including the console, its components and peripheral equipment.
- Systems documentation and procedure standards.

### **Skills:**

- Effective communication skills.
- Strong time-management and multi-tasking skills.
- Interpersonal and customer service skills.

### **Ability To:**

- Resolve basic procedure problems.
- Prepare oral and written reports.
- Work across multiple organizational levels to accomplish goals.
- Learn how to operate medium to large-scale computer systems and peripheral equipment.
- Learn to troubleshoot network hardware problems.
- Learn to recover from system malfunctions.
- Read, interpret, and follow flow charts, procedural manuals and other written instructions.
- Work with software aids in order to perform duties in help desk teleprocessing functions.
- Learn to write clear and concise reports or job procedures.
- Work well independently and with team members.

- Work well under pressure.
- Exercise sound judgment and discretion in handling confidential information by keeping sensitive information strictly confidential and secure at all times.

### **REQUIREMENTS**

The equivalent of three years of recent, full- time experience in the operational support of complex multi-platform computer environment; AND successful completion of a minimum of 12 semester (or equivalent quarter) units toward a degree in computer science or related field at an accredited college, university or technical institution.

OR

The equivalent of five years of recent, full- time experience in the operational support of complex multi-platform computer environment.

### **LICENSES AND CERTIFICATES:**

Possession of a valid California Driver's License and satisfactory driving record at the time of appointment is required as a condition of initial and continued employment only if the operation of a vehicle, rather than the employee's ability to get to/from various work locations in a timely manner, is necessary to perform the essential functions of the position.

### **OTHER REQUIREMENTS**

The Information Technology Department operates on a 24 hour-per-day, 7 day-per-week, 365 day-per-year basis. In order to provide these services, all Information Technology Department employees may be required to work grave, swing and day shifts, as well as weekends and holidays as necessary.

Must pass a Police Background examination.

The City of Union City is an equal opportunity employer. The City of Union City will comply with its obligations under the law to provide equal employment opportunities to qualified individuals with disabilities.