



HUMAN RESOURCES DEPARTMENT

## POSITION DESCRIPTION

<b>TITLE:</b>	<b>Technical Support Specialist I</b>	<b>LAST UPDATED:</b>	12/6/2013
<b>DEPARTMENT:</b>	Information Technology	<b>JOB CLASS:</b>	
<b>REPORTS TO:</b>	MIS/ Computer Technology Manager	<b>FLSA DESIGNATION:</b>	Non-Exempt

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**Summary:** Under general supervision of the MIS/Computer Technology Manager, assists in providing initial troubleshooting and resolution to City of Frisco systems and network users, provides telephone help desk and/or direct assistance and training to assist users in the most effective use of the City's Management Information Systems.

*The intent of this position description is to provide a representative summary of the major duties and responsibilities performed by incumbent(s) in this position. Incumbent(s) may not be required to perform all duties in this description and incumbent(s) may be required to perform position-related tasks other than those specifically listed in this description.*

### Essential Job Functions:

- Sets up, installs, upgrades, maintains, troubleshoots and modifies computer hardware and software for personal desktop computer systems and laptops to best meet the end user needs.
- Provides support to end users on a variety of issues from PC desktop or laptop software installation, software customizations, software and hardware failure analysis, printer support, PC peripheral support, and LAN connectivity support which may include wireless connectivity.
- Analyzes and troubleshoots PC computer systems, hardware and computer peripheral failures.
- Documents, maintains, upgrades or replaces PC hardware and software systems. Upgrades PC software as required.
- Installs and configures workstations and operating systems. Manages desktop problems to insure timely and complete resolution.
- Works with end users and end user groups to evaluate and solve technical problems. Must be knowledgeable with PC administration concepts and practices. MS Desktop OS, MS Office environment.
- Provides computer help desk and on site assistance to end users in troubleshooting and resolving computer programs, utilization or modification issues.
- Conducts research of technical materials, professional journals, publications and vendor materials to maintain and update knowledge of the information technology field, complete assigned or special assignments, review and recommend additional modifications, upgrades or new software and hardware to meet the needs and improve the efficiency and effectiveness of the City's automated management information systems.

### Other Important Duties:

- Performs other related duties as assigned.
- Regular and consistent attendance for the assigned work hours is essential.

### Required Knowledge and Skills:

- Knowledge of hardware, software and peripheral equipment maintenance, repair, setup, modification and troubleshooting methods, practices and procedures.

- Knowledge of Configuration Manager 2007, 2012
- Knowledge of Active Directory Administration
- Knowledge of Exchange 2010 Administration
- Knowledge of LAN administration concepts and practices.
- Knowledge of customer service and training methods and practices.
- Knowledge of City policies and procedures.
- Proficient in the setup and installation of current Windows Desktop OS (Windows 7/8/8.1 and above).
- Proficient in the setup and installation of Microsoft Office applications (Office 2007, 2013).
- Skill in responding, troubleshooting and resolving technical automated management information systems issues over the telephone, electronically or on site.
- Skill in implementing departmental procedures and objectives
- Skill in resolving customer complaints and concerns.

**Preferred Education, Experience, and Certifications:**

- Associate’s Degree in Management Information Systems, Computer Science, or related field, **and** one year of LAN, WAN or Microsoft Software maintenance or help desk experience; **or** equivalent combination of education and experience.
- A+ Certification, MCITP certification preferred.
- May be required to obtain applicable Microsoft Certifications.
- Must pass a pre-employment drug screen, criminal background check and post-offer physical agility exam.
- Must possess valid State of Texas Driver’s License.

**Environmental Factors and Conditions/Physical Requirements:**

- Work is performed in office and on-site environments.
- May be subject to repetitive motion such as typing, data entry and vision to monitor.
- May be subject to standing or sitting for extended periods, bending, reaching, kneeling, crawling, lifting and carrying such as setting up, installing, modifying, repairing and troubleshooting automated management information systems, personal computer equipment and related peripherals, and setting up training rooms.
- May be subject to exposure to extreme weather conditions when loading, unloading, transporting or installing automated Management Information Systems and personal computer stations.
- May be subject to electrical currents and electrical shock.
- Must be able to lift up to 50 pounds.

**Equipment and Tools Utilized:**

- Equipment utilized includes personal computer, copier, calculator, fax machine, other standard office equipment, hand tools, computer peripherals and department vehicles.

*Approved By:*

Signed by Steve Leblond, MIS/Computer Technology Manager  
 Steve Leblond, MIS/Computer Technology Manager

12/12/2013  
 Date

Shannon Allyn, HR Generalist

12/12/2013  
 Date

