

## TECHNICAL SPECIALIST

### **General Definition of Work:**

Performs difficult skilled technical work assisting in the installation, operation, monitoring and repair of computer/network equipment and programs. Work is performed under the regular supervision of an IT Supervisor.

### **Essential Functions/Typical Tasks:**

**Troubleshooting, repairing, monitoring and maintaining computer, network and communications hardware and software; installing and upgrading systems; training staff in the operation of systems and related equipment; preparing and maintaining files and records.**

*(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)*

- Receives, inspects, and prepares for installation shipments of computer and network equipment.
- Installs or assists service personnel in installation of hardware and peripheral equipment.
- Loads and configures software packages onto computers, switches, and other network equipment.
- Performs complete system and software tests and analyzes results to verify correct system operation.
- Responds to systems operation inquiries; diagnoses system hardware, software, and operator problems.
- Evaluate computer and network performance to ensure sufficient availability or speed, to identify problems or disaster recovery purposes.
- Recommends, or performs minor remedial actions, to correct problems.
- Coordinates activities with help desk, network services, and other information technology groups.
- Provides status updates and job completion information to manager.
- Documents network and computer equipment inventory, configuration and activities.
- Refers major hardware problems to service personnel for correction.
- Install, configure, troubleshoot, and support 911 center equipment and technical functions.
- Performs work during emergency/disaster situations.
- Performs related tasks as required.

### **Knowledge, Skills and Abilities:**

Thorough knowledge of the operation of personal computers, network equipment and hardware or software procedures and techniques. Some knowledge of general office practices and equipment. Ability to understand and carry out written and oral instructions; analyze software programs and program adjustments; and establish and maintain effective working relationships with associates, users, and the general public.

### **Education and Experience:**

Requires graduation from an appropriately accredited community college with course work in management information systems supplemented by courses in electronics and networking or related field and considerable experience in installation, repair and maintenance of local and wide area networks. An equivalent combination of education and experience may be considered.

### **Physical Requirements:**

This is light work requiring the exertion of up to 20 pounds of force occasionally, up to 10 pounds of force frequently, and a negligible amount of force constantly to move objects, and some medium work requiring the exertion of 50 pounds of force occasionally, up to 20 pounds of force frequently, and up to 10 pounds of force constantly to move objects; work requires stooping, crouching, reaching, lifting, fingering, grasping, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; visual acuity is required for visual inspection involving small defects and/or small parts, operation of machines, and observing general surroundings and activities; the worker is subject to inside environmental conditions, and noise.

### **Special Requirements:**

Possession of an appropriate driver's license valid in the state of North Carolina. Position is essential as defined by the Inclement Weather Plan. Must have ability to work a flexible schedule; requires some evenings and weekends.