

CITY OF WASCO POSITION DESCRIPTION

PERTINENT POSITION DESCRIPTION DATA			
Position Title:	Technical Support Specialist I	Department :	MIS
Reports to:	MIS Director	FLSA Classification :	Non-Exempt
Career Ladder:	Technical Support Specialist II	Pay Grade:	Approval Date: 08/16/05

POSITION SUMMARY:

The fundamental reason this classification exists is to perform a variety of information technology operations and support duties involving mainframe, mid-range, client/server, desktop computer systems and networks, including multiple on-line systems, auxiliary consoles and peripheral equipment on electronic computer systems.

CLASS CHARACTERISTICS:

Technical Support Specialist I is the entry level in this class series. This class is distinguished from the II level in that assignments are generally limited in scope and performed within the procedural framework established by established policy, procedures, and instructions. This class is typically used as a training classification that prepares incumbents for advancement to the II level.

ESSENTIAL RESPONSIBILITIES:

Under close supervision, operate mainframe, midrange and client/server consoles performing all operator functions

Monitor computer consoles; respond to alarms and messages, and correct problems noted as required by procedures

Receive jobs from users and customers

Operate printers, including loading paper, removing and breaking down output, and perform routine maintenance including changing of ribbons

Operate peripheral devices and perform minor maintenance

Maintain tape libraries, including pulling tapes, cleaning and certifying tapes, maintaining logs and following tape library protocols

Perform backup operations

Schedule and run jobs according to established priorities and guidelines

Evaluate output for accuracy, adherence to standards and for completion
Monitor security problems and report discrepancies

Review output files and error logs and take necessary corrective actions

Research and write operational and maintenance problems summaries

Monitor system activity using network management software and report abnormal activity to supervisor and systems programming staff

Monitor environmental equipment (air-conditioning, humidity and temperature of equipment)

Perform related duties as assigned

MINIMUM QUALIFICATIONS:

Knowledge of – Principles, capabilities and operation of various computer systems, related peripheral equipment, communications devices and software systems; Job control language and computer programming documentation techniques; Operating systems and magnetic tape applications, tape management systems and job scheduling systems; Basic concepts of computer operations; Modern office procedures and equipment; Operating system command protocols

Skilled in – Initializing and operating the computer system and peripheral equipment; Monitoring and responding to equipment and system status messages, annunciators and signals; Keeping accurate logs and records, and writing brief trouble reports; Conferring with users and programmers to troubleshoot and resolve processing problems; Setting up, adjusting and performing minor maintenance to printers, tape and disk drives and related peripheral equipment; Establishing and maintaining effective working relationships with those contacted in the course of the work

Ability to - Operate and monitor computer and related peripheral equipment including tape drives, disc drives, printers and consoles; Understand and carry out technically complex oral and written instructions; Organize work and carry through established work plans to meet rigid time schedules; Establish and maintain effective working relationships with others; Communicate clearly and concisely orally and in writing

Licenses and Certificates – Possession of or ability to obtain a valid California Driver's License may be required

Physical Abilities and Work Environment – While performing the duties of this job, the employee is frequently required to walk, sit and talk or hear. The employee is constantly required to use hands to finger, handle, feel or operate objects, tools, or controls; and reach with hands and arms. The employee is frequently required to climb or balance, stoop, kneel, crouch, or crawl.

The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, color vision, and the ability to adjust focus.

EDUCATION AND EXPERIENCE:

Any combination of experience and education that would be likely to provide the required knowledge, skills, and abilities could be qualifying, as determined by the City. A typical way to obtain the knowledge, skills, and abilities is:

Experience – Six month to one year computer experience is desirable

Education - Graduation from high school with classes in computer science.

ACKNOWLEDGEMENT

A review of this position has excluded the marginal functions of the position that are incidental to the performance of essential job duties. The duties and responsibilities are essential job responsibilities and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbent(s) will possess the knowledge, skills and abilities to perform each duty proficiently. The requirements listed in this document are the minimum levels required for this position.

I acknowledge that I have received a copy this position description

Print Name

Signature

Date