



City of Milford
Technical Support
Specialist
Pay Grade: G08

Employment Status: Full-Time

FLSA Status: Non-Exempt

Experience Required: Minimum of 2 years of experience in a customer-oriented technology support environment; or any combination of experience and training which provides the required knowledge and skills. CompTIA A+ hardware and OS certification required. CompTIA Net+ and/or Security+ certification(s) preferred. Microsoft Certified Professional certifications preferred. Account and general admin of Microsoft Exchange and Windows Active Directory and Service Administration preferred. NIMS (National Incident Management System) ICS-100 and FEMA IS-700 training is required. Possession and retention of a valid Delaware vehicle operator's license is required; must pass testing for substance abuse and criminal background investigation. Subject to random drug and alcohol testing in accordance with City policy.

Minimum Education Requirements: Associate's degree in information technology or related field

Direct Supervisor: Information Technology Director

Supervisory Responsibility: N/A

Primary Work Location: Office setting with the potential exposure to adverse environmental conditions (dirt, cold, rain, fumes).

Job Summary: Works in a team environment to ensure that the Information Technology Department is accessible by promptly and courteously answering help desk phone calls, emails, and walk-in requests for technology services.

The Technical Support Specialist shall be committed to the mission, vision and values of the City and demonstrate such through ethical conduct, community stewardship, individual initiative and responsive service. The Technical Support Specialist shall demonstrate leadership, management and technical skills through effective communication and collaboration, proper use of team resources, progressive decision-making, personal accountability and responsibility.

Supervision Received: Work is performed under the general supervision of the Information Technology Director.

Essential Job Functions:

An employee in this position may be called upon to do any or all of the following essential duties:

- A. Provides Tier 1 technical support via phone, email, and walk-in support; escalates and assigns tickets as necessary to appropriate IT team members.
- B. Immediately responds to requests for services, enters and prioritizes all requests for services in the IT Help Desk management system.
- C. Conducts physical inventories at all of the City's supported facilities, in coordination with other IT staff; researches any discrepancies.
- D. Updates and monitors hardware and software inventory including tracking, research, purchasing and end of life activities.
- E. Coordinates with all staff on the preparation, installation, and replacement of equipment deployment; determines what new equipment to purchase.
- F. Tracks and follows up on tickets with pending response from end-users.
- G. Provides reports as needed including, but not limited to overdue tickets, recurring issues, and Mean Time to Resolution (MTTR).
- H. Researches new technologies and processes evaluation discussions; provides feedback



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- as appropriate.
- I. Utilizes IT support tools and technology to assist and resolve issues for staff.
- J. Serves as the telephone system administrator for the City.
- K. Performs related work as required.

Essential Functions, Qualifications, & Knowledge, Skills, and Abilities (KSA) for Employment:
An employee in this class must have the following knowledge, skills, and abilities upon application:

Knowledge

- Dell desktop, laptop, and server hardware.
- Windows 7,8, and 10 desktop operating systems.
- Networks, systems, desktops and programming principles including Local Area Networks, Wide Area Networks, SCADA systems and client/server systems.
- Standard office applications, operation, security, and maintenance of server, desktops, laptops, mobile devices and related equipment in a networked environment.
- Wireless and Bluetooth technologies for mobile devices and peripherals.
- Networking, IT security, and modern IT best practices.

Skills

- Communication- able to understand written and oral communication.
- Time management.
- Multi-tasking.
- Decision making.
- Demonstrated customer service focus.

Abilities

- Adhere to all applicable Federal and State safety laws, rules and regulations and City safety policies/procedures.
- Ability to move objects weighing over 20lbs with the help of equipment/devices, on a frequent basis.
- Establish and maintain effective and cooperative working relationships with those contacted in the course of work.
- Manage difficult or emotional customer situations.
- Quickly investigate and understand an array of applications and technologies in order to gather and understand operational, business, and application requirements.
- Identify and understand a problem or situation, troubleshoot and work with team members to resolve problems.
- Contribute meaningful input during meetings pertaining to conducting a successful Help Desk, support technologies, departmental functions and processes.
- Utilize remote control software for troubleshooting issues.
- Explain technical issues to non-technical personnel.



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Signatures / Date

- I have read the job description for my position. I understand and accept the requirements as stated.
- I have read the job description for my positions. I would like to have a second review of the job description with my manager and human resources.

Department Director: _____

Employee: _____

Human Resources Administrator: _____