



## City of Milford

### Technical Support Specialist II/Programmer I

Pay Grade: 6

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**Employment Status:** Full-Time

**FLSA Status:** Non-Exempt

**Experience Required:** Minimum of two (2) years' experience in a customer-oriented technology support environment; or any combination of experience and training which provides the required knowledge and skills. 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).

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**Job Summary:** The Technical Support Specialist II/Programmer I works in a team environment to ensure that the Information Technology Department is accessible and responsive by promptly and courteously answering help desk phone calls, emails, and walk-in requests for technology services.

The Technical Support Specialist II/Programmer I 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 II/Programmer I shall demonstrate leadership, management and technical skills through effective communication and collaboration, proper use of team resources, progressive decision-making, personal accountability, and responsibility.

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**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:

- **Technical Support & ServiceDesk:** Provides Tier 1 technical support by promptly responding to ServiceDesk requests and updating customers on ticket status to ensure effective communication with the IT Department.
- **M365 & Hybrid Environment Administration:** Manages the M365 tenant and oversees all aspects of the hybrid environment.
- **Server Management:** Maintains physical and virtual servers through regular patching, monitoring, and general maintenance.
- **Network Security & Performance:** Monitors and maintains network security, performance, and capacity in compliance with best practices mandated by the City, State, and U.S. Government—including adherence to MS-ISAC guidelines.
- **Device Monitoring:** Oversees network devices (switches, routers, wireless access points) to ensure their security and continuous availability to users.
- **Project & Software Support:** Supports technology projects and custom software implementations by participating in planning sessions and executing assigned tasks.
- **Technology Research & Recommendations:** Researches new technologies, engages in evaluation discussions, and offers informed recommendations.
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- **Data importing & exporting:** Programming & Scripting. Audio Visual creation. Performs related work as assigned.

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

- Windows Server administration.
- VMware or Hyper-V administration.
- Dell desktop, laptop, and server hardware.
- Windows 11 desktop operating systems.
- M365 tenant and hybrid AD management and troubleshooting.
- Extensive network management knowledge (monitoring, troubleshooting, setup)
- Standard office applications, operation, security, and maintenance of servers, 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.
- AI Applications like Microsoft Co-Pilot and others

#### Skills

- Able to understand and provide effective written and oral communication.
- Time management.
- Multi-tasking.
- Decision making.
- Demonstrated customer service focus.

#### Abilities

- Adheres 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.
- Establishes and maintains effective and cooperative working relationships with those contacted in the course of work.
- Manages difficult or emotional customer situations.
- Quickly investigates and understands an array of applications and technologies to gather and understand operational, business, and application requirements.
- Identifies and understands a problem or situation, troubleshoot and work with team members to resolve problems.
- Contributes meaningful input during meetings pertaining to conducting a successful Help Desk, supports technologies, departmental functions, and processes.
- Utilizes remote control software for troubleshooting issues.
- Explains 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 position. I would like to have a second review of the job description with my manager and human resources.

Department Director: \_\_\_\_\_

Employee: \_\_\_\_\_

Human Resources Director: \_\_\_\_\_