METRO
Classification Description

Title: Technical Specialist II   **Bargaining Unit:** AFSCME 3580
Job Code: 0059   **Established:**
Pay Range: 14   **Revised:** 2007
FLSA Status: Non-exempt

Classification Summary:
Provide advanced technical support to PC and MAC users throughout the organization; assist with hardware, software and communication problems, including installing software programs and providing limited training and/or one-on-one consulting on the use of such programs.

Supervision Received:

Supervision is received from the Program Supervisor.

Supervision Exercised:

May provide training, work assignment, and work direction to the Technical Specialist I.

Distinguishing Features:

This position is distinguished from the Technical Specialist I by the ability to provide advanced problem solving support to PC and MAC users, the ability to independently perform duties with limited direction from supervisor, and the ability to lead the work of lower-level staff.

Essential Functions:

An employee in this classification may perform any of the following duties. However, these examples do not include all the specific tasks that an employee may be expected to perform.

1. Configures and installs computer and printer hardware and software, both PCs and MACs in a networked environment.
2. Installs and configures software applications for PCs and MACs
3. Troubleshoots, tests and repairs hardware and software problems on PCs and MACs.
4. Diagnoses problems using desktop tools to the point of network connection.
5. Moves/changes computers, including network cabling, when done in conjunction with network staff.
6. Assists Systems Programmers in isolating network problems.
7. Provides advanced problem solving support with limited direction from supervisor.
8. Provides limited training and/or one-on-one consulting in the use of software packages.

9. Provides training to and may direct the work of lower-level staff.

Secondary Functions:

1.   Performs other related duties as assigned.

Job Specifications:

A minimum of 3-5 years experience working with PC users in a non-technical environment and an Associate's degree in computer technology; or any combination of experience and education that provides the applicant with the desired skills, knowledge, and ability required to perform the job.

Knowledge, Skills and Abilities:

- A comprehensive understanding of the fundamental concepts, practices and procedures for troubleshooting, diagnostic testing and repair of personal computers – hardware and software; such as operating systems, applications, components
- Advanced knowledge of networking PCs and MACs and including the installing and configuration of network client software
- Advanced knowledge of a variety of Windows operating systems including administration and security
- Advanced knowledge of a variety of PC and MAC operating systems, including administration and security
- Demonstrated high level of understanding of desktop performance and configuration issues
- Ability to provide technical training to non-technical staff
- Ability to direct the work of lower-level staff, including training
- Ability to communicate effectively both orally and in writing

Working Conditions:

This position requires the ability to perform those activities necessary to complete the essential functions of the job, either with or without reasonable accommodation. Position requires continuous and/or frequent standing, walking, fingering, talking, and repetitive motions of hand/wrists, hearing, and handling. Also requires occasional stooping, crawling, reaching, feeling, and repetitive motions of feet, sitting, bending, kneeling and the ability to lift and/or carry up to 20 pounds.