City of Bellingham
Classification Specification - Civil Service or AFSCME

CLASS TITLE	Technical Support/Applications Support Specialist
DEPARTMENT	Interdepartmental

UNION:	**114**
SG:	**15**
CS:	**Yes**
FLSA:	**Y**
EE04CODE:	**TE**

NATURE OF WORK:

The Technical Support/Applications Support Specialist performs work in two different functional areas. Time is divided between technical support for City employees using client computers and mobile devices, and support for assigned applications.

For Technical Support Duties: performs a variety of work for City departments including troubleshooting, diagnosing and resolving problems with client computers, mobile devices, peripherals, operating systems, local area networks (LAN's), wireless networks (WiFi), mobile broadband, and virtual private networking (VPNs). Assists City employees with questions and problems they have using a variety of client applications and provides instruction on software capabilities.

On Major Information Technology Systems: performs technical evaluation, installation, maintenance, and support for a variety of applications. Provides professional-level systems administration and consultative support under minimal supervision. Provides leadership in researching and identifying appropriate technology solutions to business function needs and requests. Draws from expressed needs and solutions of all clients at all levels of the organization. Coordinates with City departments on implementation and maintenance of major systems. Collaborates with application/database/network technical staff to engineer and implement solutions. Researches and recommends best practices and new technologies. May provide back up support for major city systems. Develops detailed requirements, analysis and recommendations on potential software acquisitions.

DISTINGUISHING CHARACTERISTICS:

This position is distinguished from the other technical support positions by the combination of duties assigned from the technical support area and application support and administration for assigned systems. While working in the technical support area, receives referrals for hardware and software problems that could not be addressed at the initial Help Desk level. While working in the applications support area, provides expertise in assigned applications.

SUPERVISORY RELATIONSHIPS:

This position reports to supervisors or managers in various departments as assigned. Works independently in performing job duties. Works under applicable City and departmental policies, procedures and guidelines.

ESSENTIAL FUNCTIONS: **TECHNICAL SUPPORT AND TRAINING**:

1.   Assists City employees with problems experienced with client applications supported by Information Technology Services (ITS). Provides high quality, detailed consultation; technical support; and troubleshooting with an emphasis on customer satisfaction. Works with Network Operations staff in addressing network connectivity problems.

2.   Troubleshoots, diagnoses and repairs client computers, mobile devices, printers and other peripherals. Uses diagnostic tools to identify hardware problems and initiates warranty repair or replacements.

3.   Prepares newly acquired client computers, mobile devices, printers and peripherals for various City departments. Handles receipt of product (unpacks and verifies shipment against purchase order); tests equipment; completes software license registrations required; maintains inventory records; prepares items for delivery, including installation of software; and schedules delivery to department. Transports and installs equipment.

4.   Provides instruction to employees on features and capabilities of software packages and assists employees with utilizing application software to meet their needs.

5.   Stays current with developments and changes in the client computer, mobile device and related hardware and applications software industries. Reviews and tests new hardware and software applications for potential use by City departments.

6.   Assists with ensuring City-wide compliance with security best practices, policies and procedures.

7.   Provides technical support and/or testing assistance to assigned project teams.

ADDITIONAL WORK PERFORMED:

1.   Performs help desk functions for clients as required. Utilizes the City's help desk system to ensure that all client computer and software problems referred are recorded and resolved in a timely manner.

2.   Performs related duties as assigned.

ESSENTIAL FUNCTIONS OF THE JOB: APPLICATIONS SUPPORT:

1.   Provides high quality, detailed consultation, technical support and troubleshooting for assigned systems. Serves as administrator for assigned applications. Evaluates current procedures and recommends changes and improvements. Provides instruction on procedures and use of systems software.

2.   Maintains a close working relationship with vendors to identify and solve problems with software systems. Troubleshoots problems, makes corrective changes to existing configurations through consultation with vendor. Attends user meetings with vendors as needed.

3   Develops reports using current tools and technology.

4.   Analyzes problems with assigned applications and recommends courses of action to address problems. Confers with vendors and/or other technical personnel as needed to resolve problems.

5.   Develops or contributes to the development of requests for information (RFI's) and requests for proposals (RFP's). Reviews proposals or bids to ensure that vendors meet minimum requirements, provides an analysis of software systems, and assists with software selection process. Performs cost benefit analysis as needed. May participate in project development, planning, budget preparation and monitoring, testing, implementation, communication and training, as assigned.

6.   Prepares and maintains supplemental documentation for assigned applications. Performs installation of system patches, upgrades and fixes. Makes configuration changes as needed.

7.   Stays current with developments, trends, procedures and changes in the assigned systems and technology. Recommends upgrades, changes and new software purchases consistent with department and City needs.

ADDITIONAL WORK PERFORMED:

1.   Performs related duties as assigned.

PERFORMANCE REQUIREMENTS (KNOWLEDGE, SKILLS, AND ABILITIES):

Knowledge:
-       Considerable knowledge of software applications and database theory.
-       Considerable knowledge of generalized web application use (e.g. web-connectivity, proxies, authentication models, etc.)
-       Considerable knowledge of scripting and administration via PowerShell.
-       Knowledge and familiarity with design, development, and maintenance of application systems.
-       Knowledge of setup and configuration of client computers, mobile devices, software and peripherals.
-       Strong knowledge of current Microsoft Windows, and depending on assignment, Apple iOS and Google Android, operating systems.
-       Strong knowledge of LAN management including DNS, DHCP and associated security software solutions
-       Strong knowledge of the concepts involved in the operation of client computers, mobile devices; peripherals, printers, wireless networking, broadband communications and local area networks.

- Comprehensive knowledge of assigned software application packages, such as: Department business systems, Office 365 (including Microsoft Office Suite), client web browsers, etc.
- Knowledge of the functions of City departments, standard City office operations and interdepartmental working relationships.

Skills:
- Excellent customer service and interpersonal skills for establishing and maintaining effective working relationships with City staff, division staff and computer vendors.
- Excellent written communication skills for corresponding with City employees and vendors, and to collaborate with technical staff throughout the City.
- Good researching, planning, organizing, problem-solving, and time management skills.

Ability to:
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- Ability to maintain security and confidentiality of systems and records while adhering to security policies and procedures
- Ability to maintain a virtual server environment
- Ability to comprehend and resolve the problems experienced by staff using software application programs.
- Ability to use diagnostic tools to troubleshoot software/hardware problems.
- Ability to research and comprehend technical information and apply that information to solving software and hardware problems.
- Ability to work with and interpret needs for a variety of user departments.
- Ability to work independently with minimal supervision.
- Ability and willingness to maintain the absolute confidentiality of sensitive files, data and materials accessed, discussed, or observed while working with City staff.
- Ability to edit/review work of others for potential content issues/concerns.
- Ability and willingness to demonstrate the Public Service Competencies of Service Orientation, Results Orientation, and Teamwork and Cooperation.
- Ability to maintain consistent and punctual attendance.
  - Physical ability to perform the essential functions of the job including:
  - lift and carry approximately 40 pounds;
  - squat and crawl while installing computer hardware and peripherals;
  - dexterity of hands and fingers to operate a computer keyboard and mouse
  - near distance visual acuity to diagnose and resolve technical problems with computer displays and to assure proper operation of computers and software
  - ability to exchange verbal information in person and by telephone
  - mobility to move between worksites.
  - ability to sit or stand for long periods of time.

WORKING ENVIRONMENT:

Works extensively at a computer workstation. The work performed is in an office environment with frequent visits to customer's worksites. The person in this position moves client computers and peripherals from one location to another.

EXPERIENCE AND TRAINING REQUIREMENTS:

- B.A. degree in computer science, information systems management, applied networking, mathematics or related field <u>and</u>:
- Two years of experience supporting client computer software and hardware in a multi-site network for a business or municipal environment required, <u>and</u>
- Two years of experience providing support and administration for major applications in a complex environment required.

<u>OR</u>

- An A.A. degree in computer technology or related field <u>and</u>:
- Four years of experience supporting client computing activities in a business, municipal, or other governmental environment, <u>and</u>
- Two years of experience providing support and administration for major applications in a complex environment.

<u>OR</u>

- A combination of experience and training that provides the applicant with the knowledge and skills to perform the job will be considered.

- Depending on assigned position, experience with specific applications will be preferred.

<u>NECESSARY SPECIAL REQUIREMENTS</u>:

- Employment contingent upon passing a criminal conviction and local background check.
- Valid Washington State driver's license and good driving record.   Must submit a three-year driving abstract prior to hire.
- Some positions may require a background check to include fingerprinting and a polygraph examination. Subject to re-check every five years.
- Some positions may require agreement to and signature of a Privileged Access Confidentiality Agreement.
- Some positions may require willingness and ability to work evenings and weekends as needed.

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COMMISSION APPROVAL: <u>5/8/2019</u>