

**CITY OF BELLE GLADE  
CLASS DESCRIPTION  
2000**

**CLASS TITLE: TECHNICAL SUPPORT SPECIALIST**

**GENERAL DESCRIPTION OF CLASS**

The purpose of the class is to maintain computers, network systems, and provide administrative assistance to the assigned department. The class is responsible for computer/systems maintenance and upgrades, assisting computer users and other staff, processing department documentation, and other specialized tasks. The class works within a general outline of work to be performed and develops work methods and sequences under general supervision.

**ESSENTIAL TASKS**

The tasks listed below represent most of the time spent working in this class. Management may assign additional tasks related to the type of work of the class, as necessary.

Monitors operation of computer and network systems; plans for system modifications and upgrades.

Responds to requests for computer or network assistance or to problems; troubleshoots problems and repairs; provides advice and assistance to computer users.

Greets visitors; provides assistance or processes work requests in accordance with procedures; provides reports and documents as required.

Enters information into computer systems; retrieves information and produces forms and reports.

Processes department documents; maintains files and produces periodic reports.

Performs routine office tasks, such as typing, filing, mailing, faxing, phoning, copying, and maintaining supplies.

Attends staff meetings to exchange information; attends in-service training and technical or professional classes, seminars, or conferences to improve technical or professional skills.

**INVOLVEMENT WITH DATA, PEOPLE, AND THINGS**

**DATA INVOLVEMENT:** Data are information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.

Summarizes, tabulates, or formats data or information in accordance with a prescribed schema or plan.

**PEOPLE INVOLVEMENT:** People include coworkers, workers in other areas or agencies and the public.

Serves others such as customers, attends to their requests and exchanges information with them.

## **TECHNICAL SUPPORT SPECIALIST**

**INVOLVEMENT WITH THINGS:** Things are inanimate objects such as substances, materials, machines, tools, equipment, work aids, and products. A thing is tangible and has shape, form, and other physical characteristics.

Requires handling, using, repairing and installing machines or equipment requiring extensive instruction and experience such as networks, computers, peripherals, and software programs such as word processing, spreadsheets or custom applications; may service office machines.

### **COGNITIVE REQUIREMENTS**

**REASONING REQUIREMENTS:** Reasoning requires consideration of factors and variables to derive solutions to problems.

Requires performing skilled work involving rules/systems with almost constant problem solving.

**MATHEMATICAL REQUIREMENTS:** Mathematics requires the use of symbols, numbers, and formulas to solve mathematical problems.

Requires performing addition and subtraction, multiplication, and division and/or calculating ratios, rates and percents.

**LANGUAGE REQUIREMENTS:** Language involves the ability to read, write, and speak.

Requires reading technical instructions, procedures manuals, and charts to solve practical problems such as instruction for equipment operation and methods and procedures for troubleshooting and repair; composing routine and specialized reports, forms, and letters, with proper format; speaking compound sentences using normal grammar and word form.

**MENTAL REQUIREMENTS:** Mental ability involves analysis, initiative, ingenuity, creativity, and concentration required by the job and the presence of any unusual pressures present in the job.

Performs specialized technical and entry level professional work requiring general understanding of operating policies and procedures and their application to problems not previously encountered; applies specialized technical or professional principles and practices in the solution of problems; requires normal attention with short periods of concentration for accurate results and occasional exposure to unusual pressure.

### **VOCATIONAL/EDUCATIONAL AND EXPERIENCE PREPARATION**

**VOCATIONAL/EDUCATIONAL PREPARATION:** Vocational/Educational preparation includes job specific training and education that may be acquired in a school, work, military, institutional or vocational environment. It does not include the orientation time required for a fully qualified worker to become accustomed to the special conditions of any new job. Nor does it include the amount of time that a worker spends learning reasoning, language, and mathematical skills, which are often learned in school.

Requires associate degree, vocational technical degree, or specialized training equivalent to satisfactory completion of two years of college education with emphasis in computer information systems, computer science, or a closely related field.

**SPECIAL CERTIFICATIONS AND LICENSES:** Special Certifications and Licenses refer to state, federal, or professional certifications or licenses required to enter or maintain the job.

None

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**EXPERIENCE REQUIREMENTS:** Experience refers to the amount of work experience that is required for entry level into the class that would result in a reasonable expectation that the employee can perform the job. It may be experience that can be gained on the job or experience in a previous job.

Requires over one year and up to and including two years.

### **AMERICANS WITH DISABILITIES ACT REQUIREMENTS**

**PHYSICAL AND DEXTERITY REQUIREMENTS:** Physical and dexterity refers to the requirement for physical exertion and coordination of limb and body movement.

Requires light work that involves walking or standing some of the time, involves exerting up to 20 pounds of force on a regular and recurring basis, and skill, adeptness and speed in the use of fingers, hands or limbs on repetitive operation of electronic office machines.

**ENVIRONMENTAL HAZARDS:** Environmental hazards refer to the job conditions that may lead to injury or health hazards even though precautions have been taken.

The job may risk exposure to electrical shock.

**SENSORY REQUIREMENTS:** Sensory ability refers to hearing, sight, touch, taste, and smell required by the job.

The job requires normal visual acuity, field of vision, hearing, speaking, color perception, and depth perception.

### **JUDGMENTS AND DECISIONS**

**JUDGMENTS AND DECISIONS:** Judgments and decisions refer to the frequency and complexity of judgments and decisions given the stability of the work environments, the nature and type of guidance, and the breadth of impact of the judgments and decisions.

Requires being responsible to guide others, requiring frequent decisions, affecting the individual, coworkers, and others who depend on the service or product; works in a fluid environment with rules and procedures but many variations from the routine.

### **ADA COMPLIANCE**

The City of Belle Glade is an Equal Opportunity Employer. ADA requires the city to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodation.