



COMPUTER SUPPORT SPECIALIST
FLSA: NON-EXEMPT
Grade 21 \$38,031.04 - \$60,849.67

GENERAL DEFINITION

The purpose of this position is to provide desktop support for personal computer hardware and software issues for the City's end users. Work requires general knowledge of standard systems hardware and software applications used within the organization, and knowledge of standard functions, capabilities, requirements, and maintenance needs. Employees in this classification address system problems within the scope of abilities, and direct more complex or difficult concerns to Information Technology Coordinator or IT contractor. Position responds to user/customer requests and, prioritizes and coordinates support in a manner to minimize downtime.

ESSENTIAL JOB DUTIES

The list of duties and functions, as outlined herein, is intended to be representative of the type of tasks performed within this classification. They are not listed in any order of importance. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

- Responds to staff and customer requests for desktop support concerning hardware and software issues.
- Installs, configures, maintains, and repairs computer-related hardware, desktops, laptops, monitors, network printers, local printers, copiers/fax/scanners, and other IT equipment
- Answers helpdesk calls and assists users with remote desktop issues.
- Setup user telephones and voice mail on the VOIP system.
- Travels to various city locations to repair and troubleshoot computer-related issues.
- Setup and support smartphones and various portable computer devices.
- Coordinates installation of office systems products with external service providers for repairs and replacement of systems, components, and peripherals.
- Provides support in all other initiatives of the department within the scope of knowledge, skills, and abilities.
- Trains users on new or upgrades to computer hardware and software.
- Provides support in the absence of the Information Technology Coordinator

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- Requires regular attendance to scheduled work shifts.

KNOWLEDGE, SKILLS & ABILITIES

- Considerable knowledge of current standard office technology applications of the Microsoft Office environment.
- Ability to assist, troubleshoot, and diagnose both hardware and software deficiencies and/or failures and provides resolution or escalates the service need to the next level.
- Ability to establish and maintain effective working relationships with co-workers, end-users, department management, and external vendors/contract personnel.

PHYSICAL REQUIREMENTS

The City of Oakland Park is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act (42 U.S. C. 12101 et. seq.), the City of Oakland Park will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- The ability to stand, sit, walk, talk and hear.
- Must be able to operate objects, tools or controls and reach with arms and hands.
- Walk up or down stairwells, ladders or steps.
- The employee must frequently lift and/or move up to 35 pounds.
- Vision ability includes; close, peripheral vision and depth perception.
- Oral communications ability.

MINIMUM ACCEPTABLE EDUCATION, TRAINING & EXPERIENCE

Vocational/technical certification in computer electronics technology, or related field; supplemented by three (3) years progressively skilled experience in troubleshooting hardware and

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software problems in stand-alone and network environments, with the ability to provide end-user support and instruction, to include experience in client/server systems and network support; or an equivalent combination of education, training, and experience.

I _____ have read and acknowledge receipt of the job classification.

Employee signature

Date