

RUTHERFORD COUNTY, TENNESSEE

CLASSIFICATION SPECIFICATION

CLASSIFICATION TITLE:

TECHNICAL SUPPORT I

PURPOSE OF CLASSIFICATION

The purpose of this classification is to perform technical work involving installation, maintenance, troubleshooting, and repair of computer hardware, peripherals, and related components. Duties and responsibilities include computer installation, and performing other duties as assigned. Reports to Technical Support Manager.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Performs computer installation, maintenance; reviews installation orders and other requests for service.

Operates various computer systems, networking systems, peripheral equipment, and related tools such as personal computers, printers, monitors, terminals, servers, hard drives, tape drives, modems, scanners, local area networks, network switches, and hand tools; enters commands into computer system to start computer operations, correct errors, operate peripheral equipment, and perform related functions; enters, retrieves, reviews or modifies data in computer programs or operating systems.

Installs and sets up computer systems, peripherals, and software; sets up equipment on networking system and installs, removes, or replaces network hardware; monitors network resources and usage.

Monitors working conditions of equipment and performs general/preventive maintenance tasks; performs computer maintenance tasks such as clearing paper jams, or replacing printer ribbons and toner cartridges; performs cleaning and preventive maintenance of equipment as needed.

Monitors, detects and removes viruses and pop-ups by the use of an antiviral program or manually as needed.

Communicates with hardware/software service representatives and technical support representatives; provides information concerning operational and/or mechanical problems as appropriate.

Maintains logs/documentation of work activities, computer operations, system modifications, maintenance activities, installations, and other activities; documents status of repairs.

Maintains IT Asset Inventory system by keeping photos of equipment up to date and keeping up with age of equipment for replacement purposes; tag and surplus equipment as needed.

Prepares or completes various forms, reports, correspondence, lists, system records, inventory records, or other documents.

Makes site visits to various county departments/locations to provide computer support.

Fills in for call center support specialist during their absence, performing same duties as said specialist to a lesser degree, deferring or escalating jobs as needed.

Rutherford County, Tennessee • Technical Support I

Communicates with supervisor, employees, other departments, system users, vendors, service representatives, the public, outside agencies, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Maintains a working knowledge of a variety of computer operating systems, programming languages, and software programs, which may include Windows 98/NT/2000/XP, word processing, spreadsheet, Internet, or other programs.

Maintains an awareness of new technologies, programs, equipment, trends, and advances in the profession; reviews technical manuals and documentation; attends workshops, conferences, and training sessions as appropriate.

ADDITIONAL FUNCTIONS

Operates a motor vehicle to conduct site visits or other work activities.

Performs other related duties as required.

MINIMUM QUALIFICATIONS

Vocational/Technical degree with training emphasis in Information Systems, Computer Operations, Networking Systems, or a related field; supplemented by previous experience and/or training that includes computer operations/maintenance, PC troubleshooting, or any equivalent; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job. Must possess and maintain a valid Tennessee driver's license.

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to evaluate, audit, deduce, and/or assess data using established criteria. Includes exercising discretion in determining actual or probable consequences and in referencing such evaluation to identify and select alternatives.

Human Interaction: Requires the ability to provide guidance, assistance, and/or interpretation to others regarding the application of procedures and standards to specific situations.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate and control the actions of equipment, machinery, tools and/or materials requiring complex and rapid adjustments.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, advisory and/or design data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication and division; ability to calculate decimals and percentages; may include ability to perform mathematical operations involving basic algebraic principles and formulas, and basic geometric principles and calculations.

Functional Reasoning: Requires the ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

ADA COMPLIANCE/PHYSICAL DEMANDS ANALYSIS

Physical Ability: Tasks require the regular and sustained performance of moderately physically demanding work, typically involving some combination of climbing and balancing, stooping, kneeling, crouching, and crawling, and that generally involves lifting, carrying, pushing, and/or pulling of moderately heavy objects and materials (20-50 pounds).

Sensory Requirements: Some tasks require the ability to perceive and discriminate visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Performance of essential functions may require exposure to adverse environmental conditions, such as dust, machinery, bright/dim light, or electric currents.

PHYSICAL DEMANDS ANALYSIS

1. STANDING AND WALKING

Tasks: Working on PC, moving equipment to shop, or installing sites

Surface: Carpet, Asphalt, Concrete

Estimated Total Hours: 2 **Maximum Continuous Time:** .5

2. SITTING

Tasks: Researching solutions to PC and IT issues. Updating work orders and maintaining inventory Database.

Estimated Total Hours: 4 **Maximum Continuous Time:** 3.5

3. LIFTING/CARRYING

Objects:

Weight	Hourly	Daily	Weekly	Monthly	Never
<10 lbs	X				
11-25 lbs		X			
26-50 lbs			X		
51-75 lbs				X	
76-100 lbs				X	
>100 lbs					X

4. PUSHING/PULLING

Objects: PCs, printers, desks, miscellaneous furniture and equipment

Height of hands above floor during push: 4 feet

5. CLIMBING

Tasks: Connecting cables/troubleshooting wall mounted devices

Device: Ladders and/or step-stools

Height: 6 feet or greater

Frequency: 10 times a week

6. BENDING/SQUATTING/KNEELING

Tasks: Installing PCs

Frequency: 20 times a week or more

7. REACHING

Tasks: Retrieving or placing equipment in storage and/or installing equipment.

Hands Used: RIGHT LEFT **BOTH X**

Distance	Direction	Frequency	Duration	Avg. Weight
0-20"	Up/Out	25%	20-30 minutes	20 lbs
21-36"	Up/Out	25%	20-30 minutes	20 lbs

8. WORK CONDITIONS

Exposure to	Yes	No
Hot Temperatures	X	
Cold Temperatures	X	
Sudden Changes in Temperature	X	
Noise	X	
Fumes	X	
Cramped Quarters	X	
Cold Surfaces	X	
Hot Surfaces	X	
Sharp Edges	X	
Vibration	X	
Fluorescent Lighting	X	
Computer Monitor Screen Glare	X	

Inside Building	10 % of time
Outside	90 % of time

9. OTHER JOB DEMANDS

Does Job Require	Yes	No
Crawling	X	
Jumping		X
Lying on Back	X	
Lying on Stomach	X	
Twisting	X	
Sweeping/Mopping	X	
General Cleaning	X	
Handling Trash	X	

10. LIST TOOLS, EQUIPMENT AND MATERIALS USED:

Screwdriver, wire crimper, scissors, wire cutter/striper, box cutter/knife, cables, wire testers, network testing equipment, laptop, palm PDA.

11. HAND USE

Type of Use	Yes	No	Frequency
Keystrokes	X		Daily
Grasp	X		Daily
Fine Motor i.e.: writing, twisting hands or wrist, etc	X		Daily



Rutherford County, Tennessee, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. Signatures below indicate the receipt and review of this classification description by the employee assigned to the position and the immediate supervisor.

Employee's Signature

Date

Supervisor's Signature

Date