

RUTHERFORD COUNTY, TENNESSEE

CLASSIFICATION SPECIFICATION

CLASSIFICATION TITLE: TECHNICAL SUPPORT SUPERVISOR

PURPOSE OF CLASSIFICATION

The purpose of this classification is to administer, coordinate, and supervise technical operations involving effective operation and utilization of county computer equipment and to ensuring a positive end-user experience for all county computer users. Duties and responsibilities include prioritizing and assigning work, coordinating computer installation, maintenance, oversees call center operations, project management, repair, and troubleshooting projects, implementing data backup and data recovery, and performing other duties as assigned. Report 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.

Provides direction, training, and assistance to employees; coordinates daily work activities; organizes, prioritizes, and assigns work; monitors status of work, inspects completed work, and troubleshoots problem situations.

Meets with upper supervisors to discuss subordinates progress of work, resolve problems, and ensure that standards for quality and quantity of work are met.

Coordinate after-hours technical support, including support of two 24 hour emergency dispatch operations.

Assists in helping end-users discover, articulate, and express their operational needs to Software Developers.

Perform duties of Technical Support Manager in their absence.

Coordinate special activities of key personnel in other parts of the department.

Coordinates computer installation, maintenance, repair and troubleshooting projects; reviews and prioritizes work orders, installation orders, and other requests for service; plans/schedules acquisition and installation activities pertaining to large projects.

Evaluate new software and hardware to determine usefulness and compatibility with existing software and hardware.

Supervises call center operations while ensuring that priority is given to problems that are critical to County operations.

Designs, installs, administers, and repairs local area networks, wide area networks, and related systems/equipment.

Performs repair and installation of computer equipment and components; installs and sets up computer systems, peripherals, and software.

Performs networking system administration functions; manages and monitors network resources; sets up equipment on networking system and installs, removes, or replaces network hardware; assists users with software application failures; performs administrative functions, such as assigning user rights and setting up printers.

Monitor and implement data backup, data recovery, and security monitoring procedures, in coordination with system administrators; places appropriate restrictions on systems to maintain security and integrity of data.

Manage Internet protocol addressing scheme.

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Operates various computer systems, networking systems, peripheral equipment, and related tools such as personal computers, printers, monitors, terminals, servers, hard drives, tape drives, CD-ROM drives, modems, scanners, local area networks, network switches, network hubs, routers, network analysis tools, diagnostic instruments, 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.

Monitors working conditions of equipment and performs general/preventive maintenance tasks; performs data backups onto tape, diskette or other media; verifies backups and stores backups in secured location; performs computer maintenance tasks such as loading paper into printers, clearing paper jams, or replacing printer ribbons and toner cartridges; performs cleaning and preventive maintenance of equipment as needed.

Diagnoses, analyzes and works to resolve/repair problems involving hardware, software, peripheral, or network problems; conducts network analysis to prevent problems; tests equipment and identifies data errors, line failures, and equipment malfunctions; initiates appropriate action to correct errors, recover data, and obtain maintenance.

Provides technical support, training, information and assistance to end users (on-site, by telephone, or by using remote administration and assistance tools) for hardware and software operations; troubleshoots and/or resolves problems; assists county departments with special computer-related projects.

Provide technical support and assistance to system operators and system administrators regarding network management and administrative functions.

Adjusts hours of work, priorities, and staff assignments to ensure efficient operation based on work load.

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

Plans, develops, and implements special technology projects; serves as project manager for special projects such as renovation projects or enhancement of departmental technology operations.

Monitors inventory of computer equipment, parts, tools and supplies; initiates requests for new or replacement materials.

Maintains records of software licensing agreements for all county software; monitors utilization of software by county departments to ensure compliance with licensing requirements.

Maintains current inventory records of all county assets installed/removed by the department, including computer hardware, software, and related components.

Assists with selection and acquisition of computer hardware and software; tests, evaluates, and recommends hardware/software for purchase by county departments and other agencies; writes bid specifications and/or assists with development of technical bid specifications; provides budgetary input.

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

Prepares or completes various forms, reports, correspondence, network diagrams, technical reports, lists, system records, inventory records, spreadsheets, or other documents.

Receives various forms, reports, correspondence, work orders, system backup logs, network system reports, diagnostic reports of system devices, electronic circuit diagrams, schematics, layouts/drawings, technical support documentation, specifications, manuals, reference materials, product guides, directories, or other documentation; reviews, completes, processes, forwards or retains as appropriate.

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

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Meet with users to determine quality of service and identify needs.

Communicate 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 Unix, Netware NOS, Cisco IOS, Windows 95/98/NT, DOS, Visio, word processing, spreadsheet, database, networking, network analysis, system security, communications, diagnostic, Internet, or other programs.

Maintain an understanding of the functions and documentation of specific county departments to provide necessary support for computer systems, programs, and functions.

Maintains an awareness of new technologies, programs, equipment, trends, and advances in the profession; reads professional manuals and publications to increase knowledge of computer operations; reviews technical manuals, documentation, and publications; attends workshops, conferences, and training sessions as appropriate.

ADDITIONAL FUNCTIONS

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

Perform general/clerical tasks, which may include answering telephone calls, recording messages, making copies, sending/receiving faxes, or maintaining work areas.

Performs other related duties as required.

MINIMUM QUALIFICATIONS

Bachelor's Degree with training emphasis in Information Systems, Computer Operations, Networking Systems, or a related field; supplemented by five (5) years previous experience and/or training that includes computer operations/maintenance, software applications, PC troubleshooting, and network systems administration 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. Special clearance needed for certain assignments which require a background check and fingerprinting.

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: Walking from one area to another, standing in wiring closets

Surface: Concrete, tile and carpet

Estimated Total Hours: 2 **Maximum Continuous Time:** 15 minutes

2. SITTING

Tasks: Desk work

Estimated Total Hours: 3 **Maximum Continuous Time:** 3

3. LIFTING/CARRYING

Objects: computers, monitors, servers, switches, UPS

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: Monitors, computers, servers, switches

Height of hands above floor during push: 6-8 feet

5. CLIMBING

Tasks: Running wire
Device: Ladder
Height: 6-8 feet
Frequency: Twice weekly, approximately

6. BENDING/SQUATTING/KNEELING

Tasks: Setting up computers, troubleshooting same
Frequency: Daily

7. REACHING

Tasks: Pulling wire, moving equipment
Hands Used: RIGHT LEFT **BOTH X**

Distance	Direction	Frequency	Duration	Avg. Weight
0-20"	Push and Pull	Daily	A few minutes	30 lbs
21-36"	Push and Pull	Daily	A few minutes	30 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	90 % of time
Outside	10 % 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:

Screwdrivers, clamps, pliers, drills, hammers, crimping tools, network test equipment, pouch tools

11. HAND USE

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

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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

Supervisor's Signature

Date

Date