



**CITY OF OVERLAND PARK - POSITION DESCRIPTION**

<b>TITLE:</b>	Information Technology Support Specialist	<b>BAND/LEVEL:</b>	TEC II
<b>DEPARTMENT:</b>	Information Technology	<b>JOB NO:</b>	3191
<b>DIVISION:</b>	Information Technology	<b>DATE:</b>	10/01/2020
<b>REPORTS TO:</b>	Supervisor, Technical Support	<b>FLSA STATUS:</b>	Non-Exempt
<b>FT/PT/SEASONAL:</b>	Full-time	<b>COST CENTER:</b>	123
<b>REPLACES:</b>	PC Technician	<b>LAST REVISED DATE:</b>	12/01/2017

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**JOB SUMMARY STATEMENT:** Performs a wide variety of general maintenance and technical tasks (from least to more complex) in the support and maintenance of computers, laptops, tablets, mobile data terminals (MDT), printers, scanners, monitors, software applications, smart phones and peripheral devices to include installing, diagnosing, repairing, maintaining, and upgrading and disposing of computer systems hardware, software, and peripheral devices according to City policy. Assists in maintaining an adequate spare parts inventory of systems, subsystems, and component parts used in repair work. Assists in the preparation of equipment replacement and software upgrades or installations. May interface with vendors, support groups and others in the maintenance, service, implementation, problem-solving of computer-related hardware, software, and/or audio/visual systems. Uses the Help Desk database to get work assignments and priorities. Updates the Help Desk database to report progress for all work performed. Answers Help Desk calls as required. Supports technology at Council and Committee meetings. Participates in on-call rotation as required.

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**DUTIES AND RESPONSIBILITIES:**

1. Performs a wide variety of general maintenance and technical tasks to include installing, diagnosing, repairing, maintaining, and upgrading and disposing of computer systems hardware, software, and peripheral devices according to City policy.
2. Assists in the preparation of equipment replacement and software upgrades or installations. Documents and reports progress of hardware replacement, software installations and special projects. Recommends, tests, and deploys hardware and software for City workstations.
3. Responsible for accurately reporting inventory moves, additions, and deletions. Assists in maintaining an adequate spare parts inventory of system, subsystems, and component parts used in repair work.
4. Keeps current on new technologies, industry best practices, and latest solutions to hardware and software malfunctions and communicates solutions and/or trains and guides co-workers. May interface with vendors, support service groups, and fleet maintenance in the maintenance, service, recommendation, implementation, problem-solving and/or purchase of computer and/or audio/video systems.
5. Ensures that all audio/visual equipment is in proper working condition and provides assistance in the use of this equipment during all Council meetings and other special meetings as required.
6. Answers Help Desk calls as required. Uses the Help Desk database to get work assignments and priorities. Updates the Help Desk database to report progress for all work performed.
7. Supports technology at Council and Committee meetings. Participates in on-call rotation as required.

8. Performs other duties as assigned.
9. The employee must work the days and hours necessary to perform all assigned responsibilities and tasks. Must be available (especially during regular business hours or shifts) to communicate with peers, subordinates, supervisors, customers, vendors and any other persons or organization with whom interaction is required to accomplish work and employer goals.
10. The employee must be punctual and timely in meeting all requirements of performance, including, but not limited to, attendance standards and work deadlines; beginning and ending assignments on time; and scheduled work breaks, where applicable.

## GENERAL QUALIFICATIONS

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### EDUCATION & SPECIAL LICENSE(S)/CERTIFICATIONS:

- Associates degree in computer science, or a related field, or an equivalent combination of formal education and work experience. Must have a valid driver's license and maintain an insurable driving record.
- **To comply with Kansas Criminal Justice Information System security requirements, must be at least 18 years of age.**

### EXPERIENCE:

- Three years of experience in general maintenance of computer systems and peripheral equipment. Must also have a working knowledge of PC operating systems, wireless connectivity, digital video recording and office productivity software used by the City or an equivalent level of experience.

### SKILLS:

- Personal computer skills.
- Problem solving.
- Basic math concepts.
- Good oral and written communication skills.
- Reading.
- Good listening and organizational skills.
- Tact and diplomacy.
- Teamwork Skills.

### MENTAL REQUIREMENTS:

- Work independently.
- Ability to prioritize work.
- Ability to analyze basic problems and recommend possible solutions.
- Alpha and numeric recognition.
- Abstract and logical reasoning.
- Decision making ability.
- Ability to adapt to a changing environment .

### PHYSICAL REQUIREMENTS:

- Ability to make and receive phone calls.
- Ability to lift approx. 50 lbs. and transport 25 feet.
- Ability to distinguish colors.
- Hand and eye coordination adequate for data entry.
- Visual stamina and acuity adequate to review alpha/numeric data and to spend long periods looking at computer screens.
- Ability to operate a city vehicle.

**SUPERVISORY RESPONSIBILITY (Direct & Indirect):**

- None.

The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job.

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