# OVERLAND PARK
## K A N S A S
### ABOVE AND BEYOND. BY DESIGN.

**CITY OF OVERLAND PARK - POSITION DESCRIPTION**

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| **TITLE:** | Information Technology Support Specialist, Senior | **BAND/LEVEL:** | TEC IV |
| **DEPARTMENT:** | Information Technology | **JOB NO:** | 3196 |
| **DIVISION:** | Information Technology | **DATE:** | 10/01/2020 |
| **REPORTS TO:** | Supervisor, Technical Support | **FLSA STATUS:** | Non-Exempt |
| **FT/PT/SEASONAL:** | Full-time | **COST CENTER:** | 123 |
| **REPLACES:** | PC Technician, Senior | **LAST REVISED DATE:** | 12/01/2017 |

**JOB SUMMARY STATEMENT:**   Performs a wide variety of technical tasks (from least to most 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 designing and documenting, installing, diagnosing, repairing, maintaining, and upgrading and disposing of all hardware, software, and related equipment.   Provides project management support in the preparation of equipment replacement and software upgrades or installations.  Tracks and maintains an inventory of computer equipment, parts, and software.  Interfaces with vendors, support groups and others in the maintenance, service, recommendation, implementation, problem-solving and/or purchase 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 the on-call rotation as required.

**DUTIES AND RESPONSIBILITIES:**

1.  Designs and documents, installs, maintains, diagnoses, repairs, upgrades and disposes of computer systems hardware, software, and peripheral devices according to City policy.

2.  Provides project management support in the preparation of equipment replacement strategy. Recommends PC's for replacement.  Plans, coordinates, and installs new hardware.  Documents and reports progress of hardware replacement, software installations and special projects. Defines hardware configuration and operating system standards. Recommends, tests, and deploys hardware and software for City workstations.

3.  Responsible for accurately reporting inventory moves, additions, and deletions.

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.  Interfaces 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 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

**EDUCATION & SPECIAL LICENSE(S)/CERTIFICATIONS:**
- Associates degree in computer science or a related field of study; 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:**
- Five years of experience in maintenance of computer systems and peripheral equipment.
- Must be proficient in project management.
- 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.
- Project Management.
- Tact and diplomacy.
- Leadership skills.
- Teamwork skills.
- Ability to train and guide others.

**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.
- Must have a working knowledge of the City's policies/procedures with respect to the procurement of computer equipment and related software .

**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.**