CITY OF BRIDGEPORT

JOB DESCRIPTION

SUPPORT SPECIALIST II

Reports to: Manager of Support Services

Union: Laborers International Union of North American. Local 200 (LIUNA)

GENERAL STATEMENT OF DUTIES:

Provide technical assistance to users for mobile, portable and/or desktop computing devices. User support also includes, but is not limited to; all device related peripherals; software; enterprise class applications; and basic account administration. End user assistance is provided in person at their location, via telephone, or using an electronic medium such as email or chat. Duties also include testing, troubleshooting and repair of existing devices and systems as well as, making recommendations to management regarding any changes needed to successfully support the City of Bridgeport's computing environment.

ILLUSTRATIVED DUTIES:

1. Install, troubleshoot, and repair hardware and software according to the standards set by the City of Bridgeport Information Technology Department.
2. Ensure the daily optimal performance of mobile, portable and computer systems.
3. Maintain, repair or replace computing device related peripherals.
4. Set up equipment and domain accounts for employee use, ensuring installation of appropriate software.
5. Maintain record of daily activities, issues addressed, and remedial action taken.
6. Confer with management, peers, and employees to establish requirements for new systems or enhancements to processes. As needed, provide technical guidance and advice to management.
7. Fix or refer hardware or software problems, or defective products, to vendors or technicians for service.
8. Inspect equipment and read order sheets to prepare for delivery to users.
9. Address inquiries and issues regarding computer software and hardware operation.
10. Read trade magazines and technical manuals to maintain knowledge of hardware and software used by the City of Bridgeport. Attend conferences and seminars if requested by management.
11. Instruct and provide training to employees in the proper use of software and hardware.
12. Other duties: May work or be assigned on special projects defined by the Director of ITS or Manager of Support Services.

KNOWLEDGE, SKILL AND ABILITIES:

1. An A+ certification required; Network certification a plus.
2. Associates Degree in computer science or related field preferred.
3. Requires a minimum of 7 years in technology support environment.
4. Knowledge of circuit boards, processors, chips, electronic equipment and computer hardware, software including applications and programming, Microsoft's Office software product line and or other financial applications; must have ability to control operations of equipment or systems; ability to monitor and review information to detect or assess problems.
5. Knowledge of network and telecommunications systems; experience in inspecting equipment to detect and assess extent of problems or defects.
6. Ability to provide professional customer service including customer needs assessments, meeting quality standards for services and evaluation of customer satisfaction.
7. Knowledge of administrative and clerical procedures and systems such as word processing managing files and records, designing forms and other office procedures and terminology.
8. Requires good communication skills both written and oral and the ability to establish working relationships with supervisors and peers.
9. Valid US driver's license is required.

This job description is not intended to be a complete statement of all duties, functions, responsibilities and qualifications that comprise this position.