

**POSITION:** Junior Support Specialist  
**CODE:** 2343  
**FLSA:** Non-Exempt



**DEPARTMENT:** Information Technology  
**GRADE:** 113N  
**DATE:** 11/2019

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**POSITION SUMMARY:**

Position is responsible for providing basic level troubleshooting on Microsoft based endpoints to include hardware and software support on desktops, laptops, tablets and printers. Work extends through a Service Desk ticketing system and offers remote and hands on support throughout the County. Position reports to an IT Manager (BRM) for work assignments, direction and supervision. Work of this class involves no supervisory duties or responsibilities.

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**ESSENTIAL DUTIES:**

1. Provides technical assistance and support related to computer systems, hardware or software.
2. Installs computer equipment, software applications, peripherals, and communication devices.
3. Prompt response time and meets SLA's.
4. Participates in computer system supplies inventory.
5. Sets up or restores standard builds, i.e. PC refreshes.
6. Responsible for the imaging and deployment of computer systems; configures, develops, and deploys bundled software for deployment.
7. Ensures installation of desktop hardware and software in accordance with technical standards.
8. Receives, logs, and processes Help Desk calls for assistances.
9. Performs initial triage of calls, tracks and monitors computer problems.
10. Ensures timely resolutions to Business Partner issues.
11. Ensures seamless transition of new workstations, migration of customer data, and testing of new workstations; installs system upgrades and patches.
12. Performs other duties as instructed and assigned.

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**KNOWLEDGE, SKILLS and ABILITIES:**

1. Provide excellent customer service.
2. Ability to communicate with others, both orally and in writing.
3. Ability to work with and provide assistance and training to non-technical employees.
4. Basic knowledge of current computer platforms and operating systems; necessary mechanical and analytical skills to install computer devices on network and peripherals.
5. Ability to work independently and follow standard operating procedures and departmental policies and standards.
6. Good interpersonal and technical skills.
7. Ability to be self-motivated and results oriented in a fast paced environment

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**EDUCATION and EXPERIENCE:**

Education: High School diploma or GED.  
Experience: Six (6) or more months experience working with Microsoft Operating Systems; basic understanding of Active Directory desired.

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**CERTIFICATES, LICENSES and REGISTRATIONS:**

1. Valid Class "C" non-commercial driver's license.
2. HDI, A+, and/or Microsoft Desktop OS certification preferred.
3. Certification requirements subject to change and must maintain consistent industry standards.

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**PROBATIONARY PERIOD:**

Individuals appointed or promoted to a position in this class will be required to serve a probationary period of six (6) months. Performance will be carefully evaluated during the probationary period. Continuation in this class will be contingent upon successful completion of the probationary period.

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**PHYSICAL and ENVIRONMENTAL CONDITIONS:**

Work demands occasional strenuous effort, such as handling moderately heavy boxes, tools, equipment, or other materials; walking or climbing over or under uneven surfaces; and sitting/standing in fixed position for extended periods of time. Use of ladders required. Must be able to lift 50 pounds unassisted on a regular basis.

**CONDITIONS OF EMPLOYMENT:**

1. Prior to appointment, employees are subject to pre-employment medical history review and drug testing, extensive background investigation, including but not limited to reference checking, and driving history, and an evaluation of training or experience.
  2. Extensive criminal history background, which requires CJIS and NCIS clearance.
  3. Employees in this classification are essential as defined by the County's Personnel Policies and Procedures Manual and are required to report to work during inclement weather or other designated emergencies.
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**OTHER INFORMATION:**

1. This is a full time, non-exempt position.
  2. Work is normally performed Monday through Friday during normal business hours, however may require alternate work hours 24 hours a day, seven (7) days a week.
  3. Position is benefit eligible.
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The above job description is not intended as, nor should it be constructed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this job.