

CLASS TITLE: IT Support Specialist

CLASS FUNCTION: Will assist the members of the technology department to administer and support personal computer and network environments that includes installation, help desk, troubleshooting, analysis, repair, maintenance, and training.

REPORTING RELATIONSHIPS:

- Reports to: Manager of Technology & Support Services

EXAMPLES OF DUTIES: (illustrative, not inclusive)

- Perform helpdesk activities, including logging, timely response and follow up contact;
- Troubleshoot the Voice over IP phone system;
- Install and troubleshoot OS and Application software on PC's and instruct on proper use, if needed;
- Computer, communications equipment, and Printer maintenance and cleaning;
- Software Maintenance to be performed on computers - such as Windows Updates, Software Updates, third-party patches, etc.
- Perform network, PC, peripheral, and software troubleshooting in accordance with established operating procedures;
- Troubleshoot Motorola radio system;
- Install, troubleshoot, and maintain audio/visual systems;
- Troubleshoot and maintain physical security systems such as door locks and cameras;
- Install/upgrade desktop hardware and software such as application software, operations software, desktops, laptops , printers, etc.;
- Ensure determined priorities are maintained and maintain confidentiality of all materials;
- Follow Cooperative's guideline and recommendations to ensure the security of the network;
- Contribute to departments and Cooperative performance by completing other related duties as assigned.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities of personnel so classified.

KNOWLEDGE, SKILLS AND ABILITIES:

- Extensive knowledge of the operation of computer hardware;
- Class work and exposure to computer operating system administration;
- Experience using Microsoft operating systems and Office software;
- Experience with Apple iOS for Macs, iPhones, and iPads.
- Knowledge of and skill in the operation of personal computers and ability to troubleshoot problems;
- Experience with CISCO networking equipment and IP Phones;
- Good verbal and written communication skills;
- Ability to maintain confidentiality;
- Ability to maintain priorities;
- Ability to meet established deadlines;
- Ability to maintain effective working relationships with users and other ACEC employees.

EXTERNAL RELATIONSHIPS:

- Dealer and Vendors Representatives
- Consultants

MINIMUM QUALIFICATIONS:

- Associate's degree in a computer science related field, or 3 years work experience in a computer science related position.
- Valid Wisconsin Driver's License.

PHYSICAL QUALIFICATIONS:

Works mainly in a climate-controlled office environment with some physical exertion. May require occasional work in trucks, at a substation, or remote radio site. Occasionally lift materials weighing 50+ pounds and frequently lift materials weighing 20 pounds. This includes personal computers, monitors, servers, battery backup units, and boxes. Works in a moderately noisy environment around machinery with exposed moving parts. Frequent kneeling and bending. Interacts with equipment repair persons and ACEC employees via verbal and written communications.

May be required to work weekends, nights, or holidays in the event of workload or system emergency, performing whatever work is necessary.