



SHARON R. BOCK
Clerk & Comptroller
Palm Beach County

**CLERK & COMPTROLLER, PALM BEACH COUNTY
CLASS DESCRIPTION**

CLASSIFICATION TITLE: TECHNOLOGY SPECIALIST I

GENERAL DESCRIPTION OF DUTIES

Under general supervision, this position provides desktop support for computer hardware and software issues for the entire organization. Work requires knowledge of computer hardware, software applications, printing, scanning, and mobile devices, including performing maintenance on all equipment. Position responds to user/customer requests and ensures timely resolution of all assigned tickets.

SPECIFIC DUTIES AND RESPONSIBILITIES

EXAMPLES OF ESSENTIAL FUNCTIONS

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

Functions as the central point for the receipt, recording, and coordination of technical support issues

Receives, records, and notifies appropriate technical support staff of end user's hardware, software and network issues/service requests

Prioritizes service requests according to the nature of the problem and the potential for disruption in agency operations (down time); assigns support calls to technicians accordingly

Provides first level problem resolution; troubleshoots/resolves minor issues

Enters, updates and maintains detailed records of service requests in work order tracking system

Follows documented standards and procedures for the agency's help desk function

Communicates with end users, technical staff, and others as needed to exchange information or resolve problems

Runs specialized reports for tracking service requests, volume, and details regarding the types of technical support requests; maintains and generates routine reports regarding the help desk function

Tracks progress of service requests; performs follow-up to ensure effective response to all requests; closes requests by documenting satisfactory resolutions

Escalates calls or technical support issues by notifying management in the event potential problems are perceived, such as in the event of potential computer outages

TECHNOLOGY SPECIALIST I

Performs Security Administration within the following systems, but not limited to: Kronos, Banner, Trakman, CSI, BMC, Juror for Windows, New Vision, MFC, DHSMV, CCIS, DAVE, Active Directory, Exchange, PeopleSoft, ShowCase, and VPN tokens

Maintains established organizational/departmental productivity standards

Safely and successfully performs essential job functions consistent with the ADA, FMLA and other federal, state and local standards, including meeting qualitative and/or quantitative productivity standards

Maintains reasonably regular, punctual attendance consistent with the ADA, FMLA, other federal, state and local standards and the organization's attendance policies and procedures

Comes to work and works the regular schedule and shift for the position

Complies with all personnel policies and procedures

MARGINAL FUNCTIONS

While the following tasks are necessary for the work of the unit, they are not an essential part of the purpose of this position and may also be performed by other unit members.

Provides customer service using multilingual skills as the need arises, if applicable

Performs related duties as directed

MINIMUM TRAINING AND EXPERIENCE

High school diploma (or GED), supplemented by one (1) year of recent and relevant experience. Relevant Associate's degree preferred.

ADA COMPLIANCE

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or workstation.

Sensory Requirements: Some tasks require visual perception and discrimination. Tasks require oral communications ability.

Environmental Factors: Tasks are regularly performed without exposure to adverse environmental conditions.

The Clerk & Comptroller, Palm Beach County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Clerk & Comptroller, Palm Beach County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

I can perform this job with or without a reasonable accommodation. Yes No

TECHNOLOGY SPECIALIST I

I would like to request a reasonable accommodation. Yes No

**If yes, you will be contacted by the Benefits Administrator to begin the interactive dialogue process.*

All job descriptions are subject to revision and amendment. I have received a copy of this job description and am fully aware of the expectations of the job.

Employee Signature

Date

Printed Name

Department