



**SHARON R. BOCK**  
Clerk & Comptroller  
Palm Beach County

## CLERK & COMPTROLLER, PALM BEACH COUNTY CLASS DESCRIPTION

**CLASSIFICATION TITLE: TECHNOLOGY SPECIALIST III**

### 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.

Performs lead worker responsibilities; assists management and acts as a technical advisor to department staff

Responds to staff and customer requests for desktop support concerning hardware and software issues

Develops standards and provides for the on-going maintenance of the desktop image standardization for all Clerk & Comptroller's office end-user computers

Creates and updates documentation related to hardware, software, and standard procedures

Installs and configures new hardware, software and upgrades on stand-alone and on-line systems to support business processes and operations

Provides instruction to end users in maintenance and use of applications and concerning hardware maintenance

Analyzes, troubleshoots, and repairs computer problems related to hardware, software and network anomalies; coordinates repairs in a time efficient manner to minimize disruption in system utility

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

Identifies and provides resolution to hardware and software related issues, through telephone contact, remote PC administration, or on-site visits as required

Coordinates installation of office systems products and use of external service providers for repair and replacement of systems, components, and peripherals

## TECHNOLOGY SPECIALIST III

Makes site visits to branch and other locations to provide computer support; drives a vehicle to remote locations to deliver, pickup, install and/or troubleshoot equipment problems

Researches solutions to hardware and software problems as needed

Reviews and analyzes computer functions and operations for the purpose of identifying deficiencies or modification/upgrade needs

Tests application(s) in applicable test environments to identify need for patch or upgrade

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

Associate's degree in Information Technology or related field, supplemented by five (5) years of recent and relevant experience. Relevant Bachelor's degree preferred.

### ADA COMPLIANCE

**Physical Ability:** Tasks involve the regular and, at times, sustained performance of moderately physically demanding work, typically involving some combination of climbing and balancing, stooping, kneeling, crouching, and crawling, and that may involve the lifting, carrying, pushing, and/or pulling of moderately heavy objects and materials (20-50 pounds).

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

**Environmental Factors:** Tasks have risk potential for exposure to electrical currents when installing or moving hardware and computer system peripheral components.

TECHNOLOGY SPECIALIST III

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

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