

Classification description



Title: Technical Specialist III
Job Code: 0073
Pay Range: 16
FLSA Status: Non-exempt

Employee Group: AFSCME 3580
Established: April 2019
Revised: NA
EEO Category: Technicians

DESCRIPTION

Provide and coordinate the most complex technical support to PC and MAC users throughout the organization; assist with hardware, software and communication problems, install software programs and provide training and/or one-on-one consulting on the use of such programs.

DISTINGUISHING FEATURES

This is the highest level in the Technical Specialist Series. This position is distinguished from the Technical Specialist II by the ability to provide the most advanced problem solving support to PC and MAC users, the ability to independently perform duties with limited direction from supervisor, and provide lead direction to Technical Specialist I's and II's and other lower-level professional or administrative staff.

DUTIES AND RESPONSIBILITIES

1. Serves as a team lead to Technical Specialist I's and II's working on the Helpdesk team. Provides training to and directs the work of lower-level staff.
2. Assists with the operational management of Helpdesk request assignment, priority, and categorization.
3. Configures and installs computer and printer hardware and software, both PCs and MACs in a networked environment.
4. Installs and configures software applications for PCs and MACs.
5. Troubleshoots, tests and repairs hardware and software problems on PCs and MACs.
6. Diagnoses problems using desktop tools to the point of network connection.
7. Moves/changes computers, and network cabling, when done in conjunction with network staff.
8. Assists Systems Programmers in isolating network problems.
9. Provides advanced problem solving support with limited direction from supervisor.
10. Provides limited training and/or consulting in the use of software packages.
11. May act as a project leader for projects with small budgets or limited duration.

It is the responsibility of all Metro employees to:

1. Actively participate on committees and/or attend meetings as assigned.
2. Fulfill Metro's core values of public service, excellence, teamwork, respect, innovation and sustainability. This includes, but is not limited to:
 - Build and maintain positive relationships and contribute to a positive team atmosphere; engage others in ways that foster respect and trust

- Encourage and appreciate diversity in people and ideas – seek to understand the perspectives of others
 - Provide excellent customer service – assist the public, public officials and agency partners, and other employees in a professional and courteous manner with the goal of meeting or exceeding expectations
 - Practice continuous improvement - research new possibilities, contribute ideas and stay current in field of work
 - Demonstrate sustainable practices in applicable field and generally for resource use and protection
 - Work assigned schedule (if applicable); exhibit regular and predictable attendance
 - Practice safe work habits
 - Comply with Metro and Metro’s visitor venues policies, procedures and applicable work rules; applicable law and collective bargaining agreements as appropriate
3. Perform assigned duties during an emergency situation.
 4. Perform other duties as assigned.

JOB SPECIFICATIONS

Education/Licensing and Work Experience:

- Minimum 4 years of experience working with PC users in a non-technical environment and
- Associate’s degree in computer technology or a related field or
- Any combination of education and experience that provides the necessary knowledge, skills, and abilities to perform the classification duties and responsibilities

Knowledge, Skills and Abilities:

- Comprehensive understanding of the fundamental concepts, practices and procedures for troubleshooting, diagnostic testing and repair of personal computers – hardware and software; such as operating systems, applications, components
- Advanced knowledge of networking PCs and MACs and installing and configuration of network client software
- Advanced knowledge of a variety of Windows operating systems administration and security
- Advanced knowledge of a variety of PC and MAC operating systems administration and security
- Advanced knowledge of client imaging and configuration management
- Advanced of understanding of desktop performance and configuration issues
- Provide technical training to non-technical staff
- Direct the work of lower-level staff, including training
- Communicate effectively both orally and in writing

- Fulfill Metro's core values of public service, excellence, teamwork, respect, innovation and sustainability
- Perform all position essential duties and responsibilities
- Work assigned schedule and exhibit regular and predictable attendance
- Work in a safe manner and follow safety policies, practices and procedures
- Comply with Metro and Metro's visitor venues policies, procedures and applicable work rules; applicable law and collective bargaining agreements as appropriate
- Successfully pass the background check and screening requirements required for the position

SUPERVISION RECEIVED

This position reports to the Infrastructure Manager

SUPERVISION EXERCISED

Serve in a lead capacity. Lead duties typically include new employee orientation, training, direction on work procedures and performance standards, assigning and overseeing work, following up on assignments, scheduling and providing input to the supervisor regarding hiring and performance evaluation; may participate in the screening and interview process.

WORK ENVIRONMENT

This position requires the ability to perform those activities necessary to complete the essential functions of the job, either with or without reasonable accommodation. Position requires continuous and/or frequent standing, walking, fingering, talking, and repetitive motions of hand/wrists, hearing, and handling. Also requires occasional stooping, crawling, reaching, feeling, and repetitive motions of feet, sitting, bending, kneeling and the ability to lift and/or carry up to 20 pounds.

The classification description indicates the general nature and level of work of positions grouped within this classification; it is not intended to be a comprehensive inventory of all duties and responsibilities, job specifications, work environment or other characteristics of a specific position. The classification description is not an employment agreement between the employee and Metro or Metro's visitor venues and is subject to change by Metro. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.