

JOB DESCRIPTION

Job Title: SYSTEMS SUPPORT SPECIALIST **Date:** 10/19/2018
Department: INFORMATION TECHNOLOGY **Grade:** 9
Reports to: INFORMATION TECHNOLOGY MANAGER **Status:** EXEMPT

I. SUMMARY OF POSITION:

Responsible for the installation, maintenance and support of all hardware and software, which includes but not limited to, workstations, servers, printers, phones, e-mail, MS office suites, network administration, server administration, data integrity management, data storage management, communications configuration/management, internet services, software system development, security management, procurement, mobile device integration and backup/recovery. Responsible to providing multiple levels of IT support.

Describe the major job activities in order of importance for which this job is held accountable

Essential duties/responsibilities/functions
Provide technical and application support for IT workforce system users, provide user support for VoIP phones, installation configuration, maintenance, and troubleshoot computer and associated peripherals. Provides multiple levels of support to all end users
Ensure servers, networking, applications, equipment, etc. are available to KIUC end-users
Assist in system outage restoration, and other operational duties.
Manage and lead system implementations, network upgrades, desktop upgrades, software installs, and other IT related projects and activities.
Develops training materials and provides IT staff and end-user with technical training
Setup, configuration, maintain and deployment of network devices. Switches, routers, communications, etc.
Research and procure equipment related to IT requirements
Performs all other duties as assigned

II. DIMENSIONS (for supervisor level and above):

Operating Budget:

Capital Budget

of Direct Reports:

of Indirect Reports: (including contractors and temporaries):

Annual Sales Objectives:

Annual Revenues:

Impact of Job: Members Board President & CEO Department Heads
 Employees Other Consultants/Vendors

III. JOB SPECIFICATIONS:

1. **Kind and Length of Experience:**
 - Three (3) years related service.

2. **Specialized Knowledge, Skills, and Abilities:**
 - Skilled in the use of personal computers and support of Microsoft desktop operating systems.
 - Knowledge in the operation, administration and management of KIUC application servers.
 - Skilled in the use, installation and management of Microsoft Office application products.
 - Skilled in Microsoft FrontPage, Microsoft Visio, Adobe Photoshop, Adobe Acrobat, AutoCAD, and other comparable web management software.
 - Knowledge and/or experience with, VoIP systems, Polycom equipment, HP & Juniper switching, network understanding and network management.
 - Knowledge in various mobile devices including Microsoft, Apple and Android products.
 - Knowledge in enterprise system backup and recovery management systems.
 - Knowledge in data storage and replicated data networking across data centers.
 - Ability to communicate effectively with non-technical members.
 - Ability to work with personnel in a positive manner and respectful atmosphere.

3. **Knowledge/Education/Certification/License Requirements:**
 - Bachelor Degree in MIS, Computer Science
 - Or equivalent education/experience.

4. **Language Skills:**
 - Ability to present information for training purposes
 - Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.
 - Ability to develop and maintain technical documentations related to IT assets, procedures, and processes.
 - Ability to write reports, business correspondence, and procedure manuals.
 - Ability to effectively present information and respond to questions from groups of managers, employees, customers, vendors, contractors, and the general public.
 - Must take initiative and possess excellent interpersonal and organizational skills to handle multiple priorities
 - Ability to work well on a team

5. **Mathematical Skills:**
 - Ability to work with mathematical concepts such as probability and statistical inference.
 - Ability to apply concepts such as fractions, percentages, ratios and proportions to practical situations.
 - Ability to use mathematical analysis to determine and define requirements related to Enterprise IT engineering and asset implementation
 - Ability to mathematically analyze contracts, quotes and other information for accuracy and completeness

6. **Reasoning Ability:**
 - Ability to define problems, collect data, establish facts, draw valid conclusions, and communicate required corrective action
 - Ability to interpret an extensive variety of technical instruction in mathematical, architecture diagram, network captures, logistical traces, voice/data security incident & event management framework and deal with several abstract and concrete variables

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7. **Physical Requirements:** The physical demands described here is representative of those that must be met by an employee to successfully perform the essential functions of the job.
 - Must have ability to see color and perceive color differences, under normal lighting conditions
 - Regularly required to sit; use hands to handle or feel objects, tools, or controls; and talk and hear
 - Required to walk, bend, and reach with hands and arms
 - Must occasionally lift, carry and/or move up to 75 pounds
 - Required to travel occasionally to KIUC locations

8. **Environmental Factors:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.
 - The noise and dust level in the work environment is as could be encountered in normal commercial/industrial sites.
 - The employee is occasionally exposed to extreme heat and cold.
 - May be required to work at heights over 15 feet.
 - Working beyond the normal work week (i.e., 8 a.m. to 5 p.m. Monday through Friday) may be required and the employee must be available to work extended hours, weekends, holidays and must respond to system emergencies on a 24-hour basis to perform the job duties of this position and/or meet essential deadlines.

IV. PROBLEM SOLVING:

1. **Typical Problems:**
 - Working with users to solve hardware/software related issues.
 - Working with vendor technical support to resolve hardware and software issues.
 - Tracking of project expenditures
 - Network and communication related problems

2. **Most Complex Problems:**
 - Analyze, research, resolve and validate hardware/software issues.
 - Assess and implement technical support recommendations.
 - Consult with network resources and/or vendors as necessary to resolve system failures.
 - Planning, designing, procuring, implementing, communicating and managing projects.
 - Decision making during call-outs
 - Recognizing system anomalies and finding solutions
 - Reliability of enterprise infrastructure
 - Quick, efficient and solid mitigation of enterprise infrastructure issues

V. AUTHORITY AND DECISION MAKING

1. **What typical decisions does this job have complete authority for making?**
 - Changes to user profiles to correct access to required systems.
 - Corrections to workstation configurations to resolve user issues.
 - Corrections to network configurations to resolve networking issues.
 - Corrections to compute configurations to resolve server issues.

2. **What typical decisions must be referred to others for approval? To whom do you refer these decisions?**

The following decisions are referred to the Information Technology Manager or Chief of Operations:

 - Changes to system imaging, storage systems, remote access, and security modifications.
 - Establishing contract services.
 - Company policy
 - Capital expenditures above \$1500

