
JOB DESCRIPTION
Tech Support Specialist

Title: Tech Support Specialist
Dept: Administration
Date: July 27, 2010
Employee: Regular, Full-time
Supv: System Administrator
Exempt [] Non-Exempt [X]

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General Statement

This position is responsible for providing PC Help Desk support to all PC users, managing multiple database environments, executing duties as Document Control Coordinator (using Title 21 software) and serving as a backup to the System Administrator.

Duties and Responsibilities

- Respond to PC user problems at all site locations, including mobiles, and properly documents and tracks the resolution of the problem.
- Sets up new PCs and peripherals, and maintains database and documentation for the equipment inventory.
- Ensures that all PCs receive the appropriate software upgrades and that regular maintenance is being done on them.
- Creates Crystal Reports based on user needs
- Writes and edits queries using Access/SQL based on user needs
- Sets up new Access databases based on user needs and troubleshoots problems with existing Access databases.
- Monitors the flow of documents through the document control system, runs monthly status reports for DMC.
- Backup document files for Title 21.
- Perform some Admin I + II duties in Title 21, including system configuration for new objects, forms and workflow design, report design, and maintaining tables and lists.
- Troubleshoots basic error messages on the AS400.
- Provides backup assistance with the phone system.
- Provides general assistance to the System Administrator.
- Troubleshoots hardware and printer issues.
- Performs other duties as defined.

“The above statements are intended to describe the general nature and level of work being performed by people assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of the incumbent in this position.

Qualifications Required

Education:

- High school diploma or equivalent
- Associates Degree with emphasis in related field preferred

Experience:

- 2 plus years help desk/IT support experience
- 2 plus years database management experience

Experience Includes:

- Strong proficiency in Microsoft Access, SQL, and Crystal Reports.
- Strong verbal communication skills.
- Strong proficiency in Microsoft Windows.
- Strong detail orientation, multi-tasking, and time management skills.
- Must be able to work effectively both independently and with others.
- Must have planning, organizational, analytical, trouble-shooting and problem solving skills.

Any combination of equivalent education and work experience will be considered.

Competencies Required:

- Analysis
- Attention to Detail/Handling Detail
- Communication
- Creativity/Innovative and Versatile Problem Solver
- Flexibility
- Independence/Ownership
- Initiative/Resourcefulness
- Planning/Organization
- Technical/Professional Knowledge
- Time Management

The Physical Aspects of the Position (Check all that apply)

1. *Climbing* - Ascending or descending ladders, stairs, scaffolding, ramps, poles and the like, using feet and legs and/or hands and arms. Body agility is emphasized.
2. *Balancing* - Maintaining body equilibrium to prevent falling when walking, standing, or crouching on narrow, slippery or erratically moving surfaces.
3. *Stooping* - Bending body downward and forward by bending spine at the waist.
4. *Kneeling* - Bending legs at knee to come to a rest on knee or knees.
5. *Crouching* - Bending the body downward and forward by bending leg and spine.
6. *Crawling* - Moving about on hands and knees or hands and feet.
7. *Reaching* - Extending hand(s) and arm(s) in any direction.
8. *Standing* - Particularly for sustained periods of time.
9. *Walking* - Moving about on foot to accomplish tasks, particularly for long distances.
10. *Pushing* - Using upper extremities to press against something with steady force order to thrust forward, downward or outward.
11. *Pulling* - Using upper extremities to exert force in order to draw, drag, haul or tug objects in a sustained motion.
12. *Lifting* - Raising objects from a lower to a higher position or moving objects horizontally from position to position. This factor is important if it occurs to a considerable degree and requires the substantial use of the upper extremities and back muscles.
13. *Manual Dexterity* - Picking, pinching, typing or otherwise working, primarily with the fingers rather than the whole hand or arm as in handling.
14. *Grasping* - Applying pressure to an object with the fingers or palm.
15. *Talking* - Expressing or exchanging ideas by means of the spoken word. Those activities in which you must convey detailed or spoken instructions to other workers accurately, loudly or quickly.
16. *Hearing* - Perceiving the nature of sounds. Ability to receive detailed information through oral communication, and to make fine discriminations in sounds such as when making fine adjustments on machinery.
17. *Repetitive motions* - Substantial movements (motions) of the wrist, hands, and/or fingers.

The Physical Requirements of the Position (Check one)

- 1. *Sedentary Work* - Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, push, pull or otherwise move objects, including the human body. Sedentary Work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.
- 2. *Light Work* - Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of force greater than that for sedentary work and the worker sits most of the time, the job is rated for Light Work.
- 3. *Medium Work* - Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.
- 4. *Heavy Work* - Exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.
- 5. *Very Heavy Work* - Exerting in excess of 100 pounds of force occasionally, and/or in excess of 50 pounds of force frequently, and/or in excess of 20 pounds of force constantly to move objects.

The visual acuity requirements including color, depth perception and field of vision (Circle one)

- 1. *Machine Operations* - inspection, close assembly, clerical, administration - This is a minimum standard for use with those whose work deals largely with preparing and analyzing data and figures, accounting, transcription, computer terminal, extensive reading, or visual inspection.
- 2. *Mechanics* - skilled tradespeople - This is a minimum standard for use with those whose work deals with machines such as power tools, lathes and drills.
- 3. *Mobile Equipment Operators* - This is a minimum standard for use with those who operate cars, trucks, forklifts, cranes, and high equipment.
- 4. *Other* - This is a minimum standard basis on the criteria of accuracy and neatness of work for janitors, sweepers, etc.

The Conditions the Worker will be Subject to in This Position (Check all that apply)

- 1. The worker is subject to inside environment conditions.
- 2. The worker is subject to outside environment conditions.
- 3. The worker is subject to both environmental conditions. (Activity occurs inside and outside)
- 4. The worker is subject to extreme heat or cold for periods of greater than one hour.
- 5. The worker is subject to noise which would cause them to have to shout.
- 6. The worker is subject to hazards: Includes a variety of physical conditions, such as proximity to moving mechanical parts, electrical current, chemicals, etc.