



CLASS SPECIFICATION

Class Code: 60015839
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FLSA: non-exempt
Probation: 12 months

SENIOR TECHNOLOGY SYSTEMS TECHNICIAN

DEFINITION

Under general supervision, troubleshoots the more complex problems encountered by county users; performs the more complex maintenance and repairs and replacement of computer components, software, and other special computer products; and performs related work as required.

EXPERIENCE AND TRAINING REQUIREMENTS

A bachelor's degree from an accredited college or university in information technology or a closely related field AND one year of full-time experience in a technology position; OR five years of full-time experience in a technology position; OR an equivalent combination of related education and experience.

LICENSE OR CERTIFICATE

A valid driver's license is required at the time of appointment.

DISTINGUISHING CHARACTERISTICS

This is the advanced level in the Technology System Technician class series. Incumbents are expected to perform enterprise level County wide complex software installations, maintenance, and repair of computers, peripherals and software; diagnose complex hardware, software and network connectivity issues; train employees; create PC images, scripts, and managed installs and deploy them; detect and remove virus/spyware/malware; diagnose and appropriately escalate problems related to network components, applications of approved software, desktop security, and hardware and software failures. This class is distinguished from Technology System Technician II by the lead responsibilities over positions in the same class series.

SUPERVISION EXERCISED

Provides lead direction over technical staff.

EXAMPLES OF DUTIES *(The following is used as a partial description and is not restrictive as to duties required.)*

Provide field support for all Washoe County technology products and services by answering customer questions, troubleshooting problems, and routing requests to the appropriate staff.

Lead, support, and train Technology Systems Technicians.

Monitor and help prioritize ticket assignments to ensure all tickets are resolved in timely manner.

Provide technical leadership on technology projects, research, design, and deployments.

Represent Technology Services at meetings with departments and participate on committees and project teams.

Develop scripts and push updates, installations, and images to computers countywide on a coordinated schedule.

Develop and test images to be used on county desktops in accordance with County policies and ensure required software is installed per department requirements.

Perform advanced diagnostics and repairs on hardware and software issues, network communication errors and identify maintenance needs.

Provide training to and lead staff on testing, installation, assembly, diagnostics, and repair of computer equipment, including but not limited to printers, tablets, and smart phones; develop and mentor team members.

Research and develop recommendations for the implementation of hardware systems, software systems or applications to ensure systems are functioning properly, compatible with other systems, and conform to county policies and standards.

Interview users to collect information about problems and perform diagnostic procedures to determine source of error; work through possible causes and solutions to correct issue or error.

Perform advanced preventive maintenance (including internal cleaning) on desktop computers, laptops, tablets, components and peripherals, printers, scanners, and smart phones to maintain lifespan or equipment.

Perform complex software installations, observe the execution of loaded programs for errors, analyze errors, and find solutions for any discovered errors.

Administer system accounts and policies to include names, logins, passwords, authorizations, shared directories, assigned systems, and directory services.

Work with system administrators on the design and implementation of desktop group policy and security.

Maintain and support computer hardware and software in public safety vehicles.

Serve as liaison with vendors to resolve issues and provide recommendations to departments.

Verify and troubleshoot Microsoft registry desktop settings to ensure adherence to county standards.

Detect, identify, and remove desktop viruses, spyware, malware, and other non-compliant software to maintain a secure network environment for all County departments.

Design, implement, and maintain County desktop security to ensure a stable network environment including detection, identification, and removal of unauthorized PC installations to maintain County network integrity.

Develop, maintain, and keep up to date documentation on software, procedures, training, software installation, projects, and reports.

Provide individual training to Washoe County employees in the use and application of specialized hardware and software.

Provide training to new Technology Services employees on procedures, phones, ticketing system, technical documentation, and departmental policies.

Prepare purchase quotes for hardware components and software required by the department.

Communicate Washoe County and Technology Services policies on technology to customers.

Work directly with Project Coordinator on projects and daily operations.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Full Performance *(These may be acquired on the job and are needed to perform the work assigned.)*

Knowledge of:

Comprehensive knowledge of functions and applications of county approved software, including methods for analyzing and identifying software problems.

Comprehensive knowledge of components for desktop computers, laptops, tablets, and printers.

Ability to:

Design, implement, and deploy complex desktop PC images for department work groups.

Analyze and solve problems during network and workstation setup, maintenance, and diagnostics.

Provide functional supervision to team members on information technology projects.

Entry Level (*Applicants will be screened for possession of these through written, oral, performance, or other evaluation methods.*)

Knowledge of:

Departmental/division policies and procedures.

Methods, materials, and equipment used in the installation, maintenance, and repair of computer systems, networks, and components.

Microsoft's Active Directory to manage network resources.

Diagnostic software used in identifying and correcting complex computer and network system and component problems.

Network procedures, remote connectivity, Internet, and security issues.

Ability to:

Assemble computer equipment, printers, tablets, smart phones, and other technologies.

Research, read, interpret, and apply user and technical manuals.

Diagnose the most complex problems associated with software, hardware, and computer peripherals and take appropriate actions.

Maintain and update records for the allocation of work time and the use of supplies.

Collect complex technical information, establish facts, diagnose problems, and draw valid conclusions.

Effectively communicate with technical and non-technical individuals, both orally and in writing.

Maintain effective working relationships with division staff and representatives of other departments, agencies, and vendors.

Run the most complex diagnostic software and use tools to determine component failures.

SPECIAL REQUIREMENTS (*Essential duties require the following physical skills and work environment.*)

Washoe County Technology Services employees may be called to work to assist during a disaster or emergency situation. Ability to work in a standard office environment. Ability to lift and move objects weighing up to 75 lbs. Ability to work in an environment with exposure to electrical energy, dust, grease, and chemicals.

This class specification is used for classification, recruitment, and examination purposes. It is not considered a substitute for work performance standards.