



Town of Danvers Position Description

Title: Technical Support Specialist	Classification: Non-Union
Department: Information Technology	Grade: 10
Reports to: IT Director	FLSA Status: FLSA Exempt
Effective Date: July 2021	Union Status: Non-Union

GENERAL SUMMARY:

Under the general direction of the IT Director, this position performs a variety of responsible duties which require considerable attention to detail, accuracy, and the exercising of good judgement in carrying out operations with limited guidance and direction from the department head. May be exposed to all aspects of the IT Department but may be assigned to specific functional areas determined by the IT Director. Works in accordance with established methods and procedures.

ESSENTIAL FUNCTIONS:

(The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Provides comprehensive technical support to all departments in the Town of Danvers including 24-hour operations and public safety.
- Provides system support in response to trouble tickets.
- Works collaboratively with other members of the department and escalates issues appropriately.
- Maintains end user devices, computers, printers, peripherals, phone handsets, etc.
- Collects and records inventory, prepares reports on device life and support cycles.
- Administers cloud based and on-premise line of business applications.
- Administers Desktop, laptop replacement and installs appropriate software as needed.
- Resolves troubleshoots Local Area Network (LAN), Wide Area Network (WAN) connectivity issues.
- Researches and suggests technical specifications for end user devices.
- Responsible for mobile device management, setup, and distribution with Materials Manager.
- Obtains quotes and makes purchases with approval of IT Director.
- Navigates Active Directory and Group Policy environment.
- Travels between locations to resolve issues on various Town sites.
- Adheres to industry cybersecurity framework guidelines.
- Cross trained in all aspects of IT department in order to assist in the maintenance of continuous service.
- Participates in weekend and evening emergency response in the event of system failures, as needed.
- Performs special projects and other related responsibilities as initiated and requested.

MINIMUM QUALIFICATIONS:

- Bachelor's Degree in Information Systems and two (2) years of technical support experience, or any equivalent combination of education and experience.
- Advanced skill with Windows and Microsoft Office 365 is required.
- Valid driver's license required.
- Must be fully committed to providing service excellence to every person who visits, works, or resides in the Town of Danvers by embodying the organization's five core values: inclusion, integrity, accountability, positivity, and collaboration.

KNOWLEDGE, ABILITY AND SKILL

Knowledge: Knowledge of Microsoft Windows, Office 365, and Active Directory. Knowledge of industry cybersecurity framework, and understanding of computer specifications and hardware requirements. Knowledge of Microsoft Windows Server environment. Understanding of TCP/IP protocol and related concepts.

Ability: Ability to manage competing priorities effectively. Ability to organize time and accomplish tasks with accuracy and attention to detail. Ability to deal appropriately and tactfully with the general public. Ability to communicate effectively in a professional manner with all departments. Ability to keep accurate complex records and generate reports accordingly. Ability to perform in a fast-paced office environment.

Skills: Excellent planning, time management and organizational skills. Strong computer troubleshooting and repair skills. Excellent customer service, excellent written and verbal communication skills; network administration skills. Excellent attention to detail.

SUPERVISION

Received: Works under the general direction of the IT Director.

Exercised: None.

WORKING CONDITIONS & PHYSICAL DEMANDS:

Job Environment

- Normal office environment, not subject to extreme variations of temperature, noise, odors, etc. Majority of work is performed in a moderately noisy work environment, with constant interruptions. Frequently subjected to the demands of other individuals and the volume and/or rapidity with which tasks must be accomplished.
- Makes frequent contact with the public, department heads, and other Town employees. Contacts are in person, by phone, email and group meetings and involve an information exchange dialogue.
- Has access to employee-related confidential and/or sensitive information.
- Errors could result in delay or loss of services, and significant monetary loss and/or legal repercussions.
- May be required to work additional/extended hours from time to time.

Physical Requirements

(The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)

Regularly required to walk, stand, sit, talk, and hear; Operates computer, printer, video display terminal, typewriter, calculator, telephone, copier, facsimile machine and all other standard office equipment requiring eye-hand coordination and finger dexterity. Balancing, crouching, grasping, pulling, reaching and stooping may also be required.; pick up paper, files and other common office objects. Ability to view computer screens and work with details for extended periods of time. Must be able to communicate written and verbally. Vision and hearing at or correctable to normal ranges. The employee must occasionally lift and/or move objects weighing up to 50 pounds.

NOTICE:

- The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.
- External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.
- This job description does not constitute an employment agreement between the employer and employee, and is subject to change, as the needs of the employer and requirements of the job change. Pay Equity/Equal Opportunity/Americans with Disabilities Act Employer.

Approved by:

Jen Breakey
Human Resources Director

08.03.21
Date

Received by:

Employee

Date

Human Resources

Date