The Maryland-National Capital Park and Planning Commission

Title: IT Support Specialist I   Grade: G   Code: 2221
Series: Information Technology   Date: 07/24/01   FLSA: Exempt

Class Definition

Under general supervision, assists in computer operations; analyzing, monitoring, implementing, troubleshooting and maintaining minicomputers, networks (LAN/WAN) and microcomputer systems. The work includes: assisting in analyzing user needs; recommending upgrades to meet needs; monitoring performance of systems; installing, testing, debugging, maintaining, and documenting hardware and software; providing end-user support; and training users. An IT Support Specialist I works as an individual contributor, serving as a member of a team in the support of networks and microcomputer systems. IT Support Specialist I's consult closely with more experienced employees and/or supervisors on analysis and development tasks. Performs other duties as assigned.

Examples of Important Duties

1. Under supervision, assists in conducting system analyses to determine needs and to identify upgrades and systems that will meet user needs; analyzes user hardware and software needs including current resources, applications that will be run, the nature of the applications and geographic location of users in light of limitations of various network topologies; assists in developing plans for configuring, testing and installing systems; assists in designing network configurations and analyzes cost effectiveness of alternative configurations; researches hardware and software capabilities, compatibility with existing systems, and other characteristics; assists in developing specifications; selecting, or recommending selection, of appropriate equipment and software.

2. With guidance, customizes menus, writing scripts and macros in a network and microcomputer environment to meet organizational and end-user needs.

3. Install, configures, tests, and debugs hardware/software and peripheral equipment; installs and tests application and operating system software, patches and fixes; network and non-network connected peripherals, network interface and adapter cards; resolves software and hardware conflicts and supports special applications software (e.g., GIS, CADD). Confers with a more experienced worker and/or supervisor concerning unprecedented problems and issues.

4. Responds to user problems with hardware and software; uses software utilities to test equipment to identify and solve problems; contacts vendors providing service contracts for major equipment failures; oversees and coordinates work of technicians, as needed, on a project basis.

5. Participates in performing network administration tasks; monitors the operation of hardware and applications software on the LAN/WAN to ensure efficient and productive operation of the network; assists in identifying and solving malfunctions; starts/restarts the network after disruptions or failures; assists in implementing and ensuring compliance with security procedures; tests application packages before they are purchased; executes system backup and disaster recovery procedures.

6. Assists in planning, designing and conducting training classes in the operation (hardware and software) of stand-alone and networked computers.

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Examples of Important Duties (continued)

7. Maintains information databases for tracking and analyzing system resources and system performance and related information.

8. Establishes Internet/Intranet access and HTML addresses; researches potential applications and advises staff; designs WEB pages following clear guidelines and/or instructions. Coordinates upgrades and revisions.

9. Keeps supervisor and others, as appropriate, informed of work activities, progress, and problems.

10. Maintains up-to-date knowledge of hardware and software in use at the Commission by reviewing technical manuals, attending training classes, and utilizing other sources of information, as appropriate.

11. Operates computers (minicomputers, microcomputers, PC's, and similar equipment) with user-friendly software (e.g., word processing, spreadsheet, graphics, statistics, database packages) to produce reports, tables, graphs, and charts.

Important Worker Characteristics

A. Knowledge of: (1) computer science principles and practices; (2) design and development of computer and network systems including network architecture, standards and protocols; (3) microcomputer and peripheral equipment hardware and software and system setup and troubleshooting; (4) LAN/WAN technologies and infrastructure; (5) network and PC preventive maintenance and troubleshooting techniques and procedures; (6) LAN/WAN management functions and procedures including network and error documentation, performance and security management; (7) network and PC operating systems and applications software; (8) utility software for monitoring system performance and diagnosing problems; and (9) safety practices when working with electronic equipment

B. Skill in: (1) use of microcomputers and local area/wide area network servers, routers and network communications hardware, and computer network hardware and microcomputer peripheral equipment*; (2) diagnosing and correcting hardware and software problems; (3) use of spreadsheets, word processing, graphics, and communications; (4) reading, interpreting, and applying technical instructions and diagrams; and (5) explaining use of computer hardware and software to others.

C. Ability to: (1) install system components, (2) install, test, and troubleshoot hardware and software; (3) work with, and provide assistance and training to non-technical staff; (4) communicate clearly and effectively, orally and in writing; and (5) work independently and as a member of a team.

*Developed primarily after employment in this job class.

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Minimum Qualifications

1. High school diploma or GED; and

2. An associate's degree in computer science, information management systems, or related field; or

3. A bachelor's degree in general studies with courses in computer science, information management systems, or related field; or

4. One-year experience or MCP, CCNA, or other related certification.

5. An equivalent combination of education and experience.

Working Conditions

Work is performed in an office setting. Work involves walking, standing, bending, crouching, and carrying equipment and supplies.

Grade Revised 7/1/07

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