The Maryland-National Capital Park and Planning Commission

TITLE: IT/Telecom Support Specialist I   GRADE: 18   DATE: 8/26/2020
SERIES: Information Technology   CODE: 1316   EEO: Professional   FLSA: Non-Exempt

Class Definition:

Under general supervision, performs computer operations work involving troubleshooting and maintaining local and wide area networks (LAN/WAN) or computer/telecommunications systems; installs, configures, tests, maintains and documents hardware and software. Provides end-user support in one or more functional areas; such as desktop support, telecommunications, mobile devices, file server access, peripheral equipment and software support. Deploys hardware and software and responds to requests; trains users and keeps up-to-date with technical knowledge in the field. Some work may be confidential or sensitive. As an individual contributor, work results in completed assignments that have important impact on computer operations of the unit or work program of assignment. Applies knowledge of computer science or telecommunication systems principles and practices, computers and peripheral equipment, hardware, software and system setup, network and computer preventive maintenance, troubleshooting techniques and procedures. Independently performs research and analyses to solve regularly occurring problems in the work. Interacts with people inside and outside the organization to exchange information, coordinate, instruct and guide, advise and obtain agreement or compliance. Performs other duties, as assigned.

Work is assigned in terms of specifics, including known problems, and is to be performed in strict adherence to guidelines (which include instructions of the supervisor or a higher-grade employee); the incumbent plans the detailed work steps within these parameters, independently resolves routine problems by selecting and applying the appropriate guides, and seeks assistance with non-routine problems or issues. Work is evaluated in terms of compliance with guidelines, quality, quantity, timeliness, teamwork, customer service and other related factors.

Examples of Important Duties (Estimated Percentages):

1. Core Functions (±50%) – assigned functions vary by position

   - End-User Support. Provides end-user support in one or more functional areas; such as, desktop support, telecommunications, mobile devices, file server access, peripheral equipment and software support. Responds to requests and provides customer service to end-users and documents all work completed for future reference. Troubleshoots hardware and software problems, printers, computers and connections. Installs necessary software patches, fixes and updates; scans for viruses and malware to detect and clean infections.

   - Installation and Testing. Installs, configures and tests hardware/software and peripheral equipment. Performs research using resources to resolve problems; confers with a more experienced worker and/or supervisor concerning problems and issues.

   - Network Administration. Participates in performing network administration tasks; adds, deletes, modifies and properly allocates space to users in Active Directory. Gives attention to common end-user problems (e.g., log in, printer hang-ups, space allocation); assists in monitoring the status of file servers, performs preventive maintenance (e.g., check file system integrity, error logs and level of usage) and assists with system backups.

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- <u>Voice Communication Systems.</u> Provides support of telecommunication systems, equipment, software and services; clear understanding of Voice over Internet Protocol (VoIP) systems, voice mail systems, video services, wireless services and call center technologies. Manages moves, adds and changes and system administration functions related to phone services for the overall operation of the VoIP network. Understands the principles, practices and terminology, as they relate to voice services provided by third-party voice service providers. Assists in identifying and analyzing problem areas with the voice network and makes appropriate recommendations to resolve or improve voice communication issues.

2. Other (±50%)

- Keeps supervisor and others, as appropriate, informed of work activities, progress and problems. Performs routine maintenance to ensure systems are functioning properly. Checks for and updates work priorities through a ticketing system or with their supervisor and communicates progress or delays to identified service level agreements.

- Participates in the development and recommendation of standards, policies and procedures directly related to unit work. Serves as a member of functional area team within the Unit to perform research and contributes to solutions of problems.

- 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. Operates computers proficiently with knowledge of core software used in the Commission such as email, word processing, spreadsheets, security awareness, presentation software and graphics.

- Conducts training classes in the operation (hardware and software) of stand-alone and networked computers; trains end-users on software features.

<u>Important Worker Characteristics:</u>

A. (1) Knowledge of, and skill in applying:
- Computer science or telecommunications principles and practices;
- Computers, peripheral equipment, equipment hardware/software and system setup;
- Network and computer preventive maintenance, troubleshooting techniques and procedures;
- Design and development for digital technology services;
- LAN/WAN management functions and procedures including network and error documentation, performance and security management*;
- Network and operating systems and application software;
- Utility software for monitoring system performance and diagnosing problems;
- Safety practices when working with electronic equipment;
- Backup and disaster recovery;
- Microsoft Office Suite and other software typically used at the Commission;
- Wireless communication systems;

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- Internet access methodologies;
- System analysis;
- Audio/Visual equipment.

(2) Knowledge of Commission organization, policies and procedures*.

Typically acquired or fully developed primarily after employment in this job class.

B. Skills in problem solving to select, organize and logically process relevant information (verbal, numerical or abstract) to solve a problem. Examples include diagnosing and correcting hardware and software problems; installing, testing, and troubleshooting hardware and software; and using logic to troubleshoot issues and problems.

C. Skill in communication to understand verbal and written information (including facts, descriptions and ideas) and to express such information so that others will understand. This includes skills in actively listening to ascertain key information, including concerns, wants and needs of others, and in coordinating to achieve desired results including agreement or compliance. Examples include conducting training and serving on a functional area team; reading, interpreting, and applying technical instructions and diagrams.

D. Interpersonal skills to interact with business contacts in a businesslike, customer service - oriented manner; this includes skill in establishing and maintaining effective working relationships and working as a member or leader of a team.

E. Skill in using a computer, modern office suite software (such as MS Office), enterprise software and specialized software.

Minimum Qualifications (MQs):

1. Associate's Degree in Computer Science, Information Management Systems, or any related field.

2. One (1) year of experience in information technology support functions.

3. An equivalent combination of education and experience may be substituted, which together total 3 years.

4. Pass Commission medical examination

5. Depending upon area of assignment, a valid driver's license in accordance with both State and Commission rules and regulations. Driver's license must be unencumbered by restrictions, revocations, suspensions, or points that could limit the employee's ability to drive Commission vehicles or perform driving duties required by the position of assignment.

Working Conditions:

Work is performed in an office setting and remote sites. Work involves walking, standing, bending, crouching, and may need to carry equipment and supplies up to 49 pounds. Work must be performed accurately and may require occasional overtime, after-hours, weekend or on-call work.