

## The Maryland-National Capital Park and Planning Commission

TITLE: IT/Telecom Support Specialist II      GRADE: 22      DATE: 8/26/2020  
SERIES: Information Technology      CODE: 1317      EEO: Professional      FLSA: Exempt

### Class Definition:

Under direction, performs the full range of computer operations work involving designing, implementing, troubleshooting, and maintaining local and wide area networks (LAN/WAN) or computer/telecommunications systems. Conducts analyses of technology needs; determines the feasibility and appropriateness of specific hardware/software configurations. Installs, configures, tests, repairs, maintains, monitors and documents hardware and software; provides end-user support and trains users. Some work may be confidential or sensitive. As an individual contributor, work results in completed assignments that have a direct impact on computer operations or telecommunications systems of the unit or work program of assignment. Applies considerable knowledge of computer science principles and practices, design and development of computer, network, or telecommunications systems, computers and peripheral equipment, hardware, software and system setup, network and computer preventive maintenance, troubleshooting techniques and procedures. Independently performs various types of research and analyses and solves regularly occurring problems, including a range of non-standard problems. 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 functions, priorities, requirements of specific assignments, known or suspected problems. The incumbent independently plans and carries out the work in conformance with these parameters, established policies, procedures and accepted practices of the field of work, and resolves commonly encountered problems by selecting and applying, or adapting and adjusting, the applicable guides. The incumbent is to keep the supervisor informed and to seek assistance only for unusual matters. Work is expected to be effective – the incumbent is held responsible for results; work is evaluated in terms of quality, quantity, timeliness, teamwork, customer service and such other related factors as use of sound judgment in identifying and solving problems.

### Examples of Important Duties (Estimated Percentages):

1. Core Functions ( $\pm 50\%$ ) – 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 done for future reference. Provides troubleshooting in response to problems, questions and inquiries that have been escalated by lower-level staff. Installs necessary software patches, fixes and updates; scans for viruses and malware to detect and clean infections.
  - Installation and Testing. Plans and performs installations, configurations and testing of hardware/software and peripheral equipment. Performs research using multiple sources to resolve problems; confers with supervisor concerning unprecedented problems and issues.

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- Research and Analysis. Conducts system analysis to determine end-user needs for new software or hardware. Develops plans for configuring, testing and installing systems; researches hardware and software capabilities, compatibility with existing systems, and other characteristics.
- LAN Administration. Performs 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); monitors the status of file servers, performs preventive maintenance (e.g., check file system integrity, error logs, and level of usage) and system backups.
- System Administration. Assists system administrators to manage day-to-day operations of several systems including physical and virtual servers, network operating systems, telecommunications infrastructure and application software including monitoring file servers for performance issues, assisting with server maintenance and security measures to prevent downtime. Assists with system backups; provides necessary corrective actions as required to insure the stability and accessibility of servers, operating systems, applications and infrastructure. Provides access to file server resources to end users and performs data restoration when necessary.
- WAN Administration. Assists with the daily operation of the WAN through monitoring and troubleshooting of the current infrastructure, data services, switches and routers. Places service calls during outages or intermittent problems; performs troubleshooting and provides remedies under direction of WAN administrator. Receives alarms from network monitoring system and takes appropriate actions to correct them.
- Audio/Visual Administration. Analyzes the ongoing audio/visual needs of staff and co-administers installed base of equipment in boardroom and conference rooms. Plans and manages installations in public auditoriums and conference rooms including smartboards, projectors, public address systems, video cameras, audio recorders and equipment associated with supporting these devices. Performs preventive maintenance and troubleshooting. Develops operation guides and training materials, provides end-user training sessions and walk-through sessions to users prior to meetings. Sets up and monitors audio/visual stream during meetings and other sessions by request. Sets up various collaboration tools such as: video conferencing systems, webinars, online meetings and sessions by user requests. May serve on an on-call basis to Planning Board staff for all audio/visual questions and concerns.
- Network Security. Assists with administering daily functions of firewall; adds, removes and modifies access rules based on infrastructure requirements for traffic flow and access to resources. Assists in implementation and use of security awareness software. Keeps informed of current security threats and virus attacks, proactively preventing damage to systems; serves on a team of LAN managers for establishing security measures and strengthening security policies.

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- Information Databases. Administers information databases for tracking, analyzing and reporting system resources, system performance and related information.
- Voice Communication Systems. Plans and coordinates support, installation, renovation and repair of telecommunications systems for a large department or several departments. Plans, designs and recommends technology plans for the department; works with supervisors, managers and other staff to identify and provide technical guidance for future objectives. Analyzes major systems; identifies user needs including current resources; and develops plans for configuring, testing, and installing systems. Designs configurations and analyzes cost effectiveness of alternative configurations; researches system capabilities, compatibility with existing systems and other characteristics. Develops specifications; selects or recommends selection of appropriate equipment and software.

### 2. Other (±50%)

- Keeps supervisor and others, as appropriate, informed of work activities, progress and problems. Checks for and updates work priorities through a ticketing system and communicates progress or delays to identified service levels agreements. Participates in the development and recommendation of standards, policies, and procedures directly related to unit work; assists in developing goals and objectives that are both strategic and tactical. Assists in the development of long-range planning. Serves as member of functional area team within the IT Unit to perform research and contributes to solutions of problems, creates project plans for migrations and implementations of new systems. Prepares end-user and technical documentation for improved customer service and effective system administration.
- Contacts vendor support to escalate issues and integrates results for staff to recommend action steps.
- 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 advanced knowledge of core software used in the Commission such as email, word processing, spreadsheets, presentation software and graphics.
- Plans, develops and conducts training classes in the operation (hardware and software) of stand-alone and networked computers; trains end-users on software features.
- Communicates in writing and orally; prepares written communications; makes oral presentations in meetings.

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### Important Worker Characteristics:

- A. (1) Considerable knowledge of, and skill in using:
- Computer science or telecommunications principles and practices;
  - Design and development of computer and network systems including network architecture, standards and protocols;
  - Computers and peripheral equipment hardware/software and system setup;
  - Network and computer preventive maintenance, troubleshooting techniques and procedures;
  - 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;
  - Systems analysis and project management;
  - Internet/intranet design and management;
  - 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. This includes skills in identifying subtle aspects of problems and making recommendations and decisions. 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, assertions and arguments) and to express such information so that others will understand and, at times, be convinced or persuaded. This includes skill in actively listening and encouraging effective communication by others. 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 of a team.
- E. Skill in using a computer, modern office suite software (such as MS Office), enterprise software and specialized software.

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### Minimum Qualifications (MQs):

1. Associate's Degree in Computer Science, Information Management Systems, or any related field.
2. Three (3) years of experience in information technology support functions.
3. An equivalent combination of education and experience may be substituted, which together total five (5) years.
4. 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.
5. Pass Commission medical examination.

### Working Conditions:

Work is performed in an office setting and remote sites. Work involves walking, standing, bending, crouching, and may 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.