Job Title:	Systems Support Specialist II
Date:	09/18/2020
Type of Posting:	Internal and External
Salary Range:	$40,000 - $42,511 **Salary Group:** B-15
WIT JPID:	14202300 **FLSA Status:** Non-Exempt

To apply: Email your resume & cover letter to: HR@wfscapitalarea.com.

ORGANIZATION AND PURPOSE

Workforce Solutions Capital Area is a non-profit organization that connects people to jobs. We are a recognized leader in workforce development. Our reputation is built upon collaboration, accountability, and innovation.

This mission of Workforce Solutions Capital Area is to lead the region's workforce development system in support of a world-class workforce. We believe that training and education aligned to the needs of local employers are the foundation of a competitive workforce. We utilize a strategic approach to workforce development, based on analytics, to ensure that programs and services meet the needs of job seekers and employers.

GENERAL DESCRIPTION

Performs moderately complex technical support work on computers and office equipment in a help desk setting. Work involves providing first-line assistance for operational problems of agency information technology systems and operating automated office equipment in a stand-alone and network. Work involves providing customer support for organizations information technology systems and operating automated office equipment in a stand-alone and network environment. Duties involve assisting in the installation, testing, monitoring, support of all current hardware, software and related equipment used in the operation of the network. Work under the direction of the Chief Information Officer with moderate latitude for the use of initiative and independent judgment.

EXAMPLES OF WORK PERFORMED

- Reviews and prioritizes incoming operational issues and requests for technical assistance related to computers, software, and standard office equipment; identifies and logs the type of problem or request; and monitors the status to ensure a timely resolution.
- Provides routine technical assistance troubleshooting software and hardware problems, as well as problems involving office equipment such as phones, printers, and fax machines; recognizes and escalates difficult problems to a higher level of support.
- Resolves computer problems for clients/users in person, via telephone or from remote location.
- Installs, maintains, moves, and assists in testing and upgrading new and existing hardware or software.
- Maintains records of daily data communication transactions, system maintenance activities, problems, remedial actions taken, and installation activities.
- Maintains necessary security controls over software.

- Sets up computers and other office equipment for employees; installs standard software; ensures proper installation of cables; and helps users resolve common hardware, software, and network connectivity issues.
- Assigns logons and rights, print queues, and directory structures; resets passwords; troubleshoots internet and phone outages; creates departmental groups; and runs security software.
- Develops training manuals and procedures and trains users in the proper use of hardware or software.
- Provides assistance in the design, development, and maintenance of various system applications.
- May assist in the review and recommendation of the procurement and inventory of information resources hardware or software.
- May train others.
- Initiates test of system programs to detect errors or work stoppage.
- Assists in installing and testing network hardware and software, performing routine maintenance, and applying vendor updates to software.
- Performs routine backups and archival of files stored on the network to assist in recovery efforts.
- Serves as contact for remote network locations to obtain clarification of problems and to identify solutions and/or corrective actions.
- Communicates with management, users, and vendors for solutions of network problems.
- Assists in product evaluation of upgraded or new hardware, software, identifying strengths, weaknesses, and potential benefits to the agency.
- Support telecommunications functions for the agency.
- Other duties and responsibilities as specified
- Some local travel required.
- Perform related duties as assigned.

GENERAL QUALIFICATION GUIDELINES
Experience and Education
- Graduation from a standard senior high school or equivalent, supplemented by courses in computer science, is generally preferred.
- Experience and education may be substituted for one another. (Experience requirements may be satisfied by full-time experience or the prorated part-time equivalent.)
- Minimum of 2 years full-time experience in computer systems support work in networks, computer hardware/software implementation and maintenance, and/or telecommunication systems.
- Strong personal computer knowledge to support PC problems, software, hardware and connectivity issues.
- Experience with Microsoft Servers, Active Directory and Office products.

Knowledge, Skills, and Abilities
- Knowledge of the practices, principles, and techniques of computer operation, of information systems, of computer software and hardware, of information security policies and procedures, and of local and wide area networks.
- Knowledge of servers, personal computer, general hardware and software.
- Skill in the use and support of personal computers, in the use of applicable programs and systems, and in troubleshooting information systems.
- Ability to operate information technology systems, to troubleshoot and repair equipment, to communicate effectively, and to train others.
- Ability to recognize, analyze and resolve network problems.
- Ability to identify and define user task needs.
- Ability to organize and prioritize tasks to effectively meet deadlines

Physical Demands

- This position involves regular movement and/or remaining in stationary position inside of the office.
- May occasionally involve positioning self under desks and in the server closet, and medium work that includes moving boxes or equipment up to 50 pounds.

Registration, Certification, or Licensure

- Must possess a valid driver's license and have access to reliable transportation. Local travel required; in-state and out-of-state travel optional and project-based.
- Must be legally eligible for employment in the United States.
- May be subject to a background check (verification of education, employment, references and criminal background).