

<b>Date:</b>	<i>Updated July 2021</i>
<b>Job Title:</b>	Technical Specialist
<b>Reports To:</b>	Systems Manager

**Nature of Work**

Under minimal supervision, is responsible for: all network related hardware and software, and provides direction in the planning and trouble-shooting of network facilities; monitoring computer systems, providing helpdesk support, and assisting with other tasks as needed. The Technical Specialist is a professional position. Fulltime staff may, on occasion, require work hours beyond the regular 3:30 P.M. to Midnight; 40-hour week. This position is also included in a rotating on-call schedule that may require work outside normal core business hours.

**Specific Position Requirements**

Associate degree in data processing or equivalent combination of education and experience or a combination of education and experience, which demonstrates the ability to perform the duties of this position. Ability to troubleshoot PC and Local Area Network (LAN) hardware, with a good background knowledge of networking concepts. Familiarity with terminal server environment; Working knowledge of PCs, printers and networks; Ability to communicate effectively with staff and users; Ability to lift and move objects weighing a minimum of 50 pounds. Must have a valid driver license and may require use of personal vehicle to perform duties related to the position. The ability to obtain and maintain LEADS certification.

**Duties, Key Responsibilities and Accountabilities as may be assigned**

- Install, maintain, and troubleshoot all LAN, PC, and data communications equipment.
- Assist in the evaluation and review of LAN, PC, and data communications equipment.
- Receive, inventory and store LAN, PC, and data communications parts and equipment.
- Network updates:
  - Windows Server Updates
  - Antivirus Upgrades and Maintenance
  - On site PC Installations and Maintenance
  - Active Directory and Other User Service Accounts
  - Configure and Maintain Monitoring Software
- Obtain and maintain LEADS certification.
- Provide help desk support and properly escalate issues that cannot be resolved during the initial call.
- Operating and monitoring the Operations area computer systems and peripherals.
- Utilize help desk software to record problems and resolutions and other occurrences.
- Perform other duties as required.