

Metropolitan King County Council Classification Specification



Position: Desktop Support Specialist	FLSA: Hourly, overtime eligible
Department: Council Administration	Salary Grade: 23
Council Approved: 07/05/17	

Summary

The Desktop Support Specialist provides IT systems support for the Legislative Branch by diagnosing and resolving end users' problems in person and by phone, e-mail or other methods; participating in installation and configuration; troubleshooting and resolving hardware, software, applications, networking and other issues; maintaining service records; participating in the improvement of the end user support systems; and may be involved in LAN support activities.

Distinguishing Career Features

The Desktop Support Specialist provides ongoing, hands-on IT systems support to a variety of administration, business, and legislative staff. The majority of the Desktop Support Specialist time is spent supporting end users and directly related activities.

Essential Duties and Responsibilities

- Respond to requests from end users for help with a wide range of computer issues in person and by phone, e-mail or any other method of communication.
- Diagnose and resolve end user systems problems; troubleshoot and resolve hardware, software, applications, networking and other issues; repair computers, printers and other peripherals; and escalate/refer unresolved problems/issues to the designated next level resource.
- Install and configure systems for end users; may purchase systems as authorized; may research and recommend new software and hardware.
- Create and maintain system documentation; maintain hardware and software inventories and license tracking information.
- Develop reports on provided end user support services, log user requests, develop and upgrade tracking systems, identify and report recurring problems.
- Create and modify network user accounts and other accounts.
- Install, configure and test new applications, upgrade and install networked user desktops.
- Perform or participate in end user support and related IT systems projects; may participate in a wide variety of support and maintenance of a work area's IT systems.
- Provide end user training as needed using a variety of methods; may provide and organize structured training, maintain training documentation, and share technical information with other IT staff; may train new hires.
- Perform virus security operations, distribute software over the network or other similar operations.
- Able to perform core Senior IT Analyst responsibilities when needed.
- Perform other duties as assigned that support the overall objective of the position.

Qualifications

Required Knowledge and Skill

- Working knowledge of networking operating systems, configurations, commands and network protocols
- Working knowledge of desktop operating systems and applications
- Basic knowledge of LAN and related systems
- Working knowledge of troubleshooting techniques and tools to resolve end users' problems
- Working skill in using end user tracking systems
- Working skill in resolving problems on hardware and peripherals
- Working analytical, problem-solving and troubleshooting skill
- Working oral and written communication skill, including documentation and customer service
- Skill in handling multiple competing priorities
- Skill in working with a variety of individuals from diverse backgrounds

Required Ability

- Independently perform all aspects of the position
- Ensure the confidentiality of private information
- Consistent attendance and punctuality
- Work productively and cooperatively within the Legislative Branch

Education and Experience

The position typically requires an Associates degree in computer science or related technical field and three years experience in IT systems support. Industry certifications may substitute for some higher education.