



LARAMIE COUNTY

JOB DESCRIPTION

TITLE:	Technical Support Specialist	FLSA:	Exempt
DEPARTMENT:	Information Technology	REVISED:	

Summary: Under general supervision, coordinates the development and or operations of electronic systems such as database systems, programming, network, and server management. In a multiple operating system environment; assures the security and integrity of the County's network resources.

Essential Job Functions: *(Essential function, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. This list of tasks is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by positions in this class.)*

- Monitors network environment, access, security, functionality and utilization; resolves traffic, security, and access issues; assures optimum network performance, system integrity and maximum uptime.
- Monitors and maintains network servers; identifies and assesses hardware and software issues; replaces and updates equipment and components; migrates data to other servers as necessary.
- Monitors network security; coordinates local and remote access to accounts and subnets.
- Installs network devices and components, such as routers, terminal servers and switches; checks physical wiring and component connectivity, and assures system safety and reliability.
- Maintains system stability, data integrity and maximum uptime; provides referral to supervisor when problems occur which are beyond the skills of the Technical Support Specialist, and tracks the problem until it has been resolved.
- Troubleshoots and monitors databases and applications; also resolves software and hardware problems.
- Consults with users to identify concerns, and implements changes to improve content and service; provides recommendations for technical corrections to prevent disruption to the databases and software programs.
- Meets with departments and users to analyze operations and organization, and identify technology needs; interprets concerns, defines desired results, and develops application programming solutions at an intermediate level including web development; analyzes source and content of data and reporting requirements; develops project plan and obtains approval for the design of application programming.
- Develops programming solutions for application components; codes, tests and debugs to check for faults and errors; assures effective documentation of application development process.
- Responds to service requests; provides technical support and training to users; reviews utilization trends, identifies functional inconsistencies, and resolves operational issues.
- Performs other duties as assigned or required.



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Knowledge and Skills:

- Knowledge of County organization, policies and procedures.
- Knowledge of network administration and engineering principles including data communications protocols and topologies, computer components and peripherals.
- Knowledge of hardware and software troubleshooting techniques in a networked environment.
- Knowledge of techniques for use of network hardware including hubs, routers, and other devices.
- Skill in analyzing network issues, evaluating alternatives, and making logical recommendations based on findings.
- Skill in assessing and prioritizing multiple tasks, projects and demands.
- Knowledge of functions and capabilities of MS software, database design and operating systems.
- Knowledge of project planning and management principles, tools and techniques.
- Skill in developing computer programs using different programming languages and operating systems, and managing system documentation.
- Knowledge of relational database administration principles including communications protocols.
- Skill in analyzing database issues, evaluating alternatives, and making logical recommendations based on findings.
- Knowledge of computer programming languages, technologies and protocols.
- Skill in managing database changes through all the stages of the development life cycle.
- Skill in operating a personal computer utilizing a variety of software applications.
- Skill in establishing and maintaining effective working relationships with public officials, outside agencies, County staff and the general public.
- Skill in effectively communicating verbally and in writing.

Minimum Qualifications:

Associate's Degree in Computer Science or related field; three (3) year's experience in network administration and programming; OR equivalent combination of education, training and experience. AND Successful completion of a criminal history and background check.