

## Technical Support Specialist

Reports To:	Operations Director
Status:	Full Time
FLSA:	Non-Exempt
Union:	None
Salary Range:	
01/01/2024	\$34.53-\$43.70
07/01/2024	\$35.39-\$44.79
Revised:	01/01/2024

### POSITION PURPOSE:

This position is responsible for troubleshooting technology related issues, and for providing support and maintenance of systems and equipment in a critical public safety environment. This includes installing, diagnosing, repairing, maintaining, and upgrading all PC hardware, software, and equipment to ensure optimal performance.

### ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Manage computer software/hardware systems, peripherals including printers, fax machines, and other devices.
- Assist with helpdesk resolution. Troubleshoot and solve problems employees are experiencing with computers, LAN/WAN connections and software functions.
- Configure and deploy Windows OS; testing and upgrading to new versions as required by EOL cycles.
- Manage user accounts on LAN/WAN, network, phone system, and other public safety systems.
- Manage physical and virtual servers including Exchange and working with MS Active Directory and group policy.
- Assist in the development and maintenance of backup systems, security systems, and anti-virus systems.
- Maintain inventory of PC, copier, printer and network peripherals; software and hardware licensing and maintenance agreement information.
- Liaise with vendors contracting technical support to Dakota 911.
- Assist with network administration and monitoring.
- Research, develop and continuously improve options for hardware and software, processes and technical documentation, back-up procedures, test plans, and reports.
- Provide supporting documentation and assistance in the development of the department budget.
- Provide end-user support for VoIP telephone and voice message applications.
- Communicate with vendors/consultants to specify products and services to meet needs; assist in the recommendation and selection of vendors and purchase of products and services.
- Identify computer training needs and conduct or assist in the coordination of necessary training.
- Support training and conference room audio and video equipment.
- Provide on-call coverage evenings, weekends, and holidays for information technology related issues.
- Facilitate security awareness training for staff.
- Serve as the local agency security officer (LASO) to the MN Bureau of Criminal Apprehension to facilitate, coordinate and/or conduct security compliance audits required by the FBI, BCA, or as directed by management.
- Perform other duties as apparent or assigned.

**KNOWLEDGE, SKILLS AND ABILITIES:**

- Ability to communicate effectively in written and oral form with other department members, vendors and the public.
- Knowledge of principles and practices in computer hardware and software, network, and telecommunication systems.
- Ability to support both desktop and shared resource systems.
- Ability to accurately troubleshoot, repair or replace hardware as needed.
- Ability to listen to others for their understanding of their needs and situations and communicate effectively, both orally and in written form to assure quality applications development.
- Ability to explore and learn new technology.

**QUALIFICATIONS:**

- Two-year degree or certificate in information technology, or related field and three years related work experience;  
or
- Equivalent combination of education and work experience.

**DESIRABLE QUALIFICATIONS:**

- Degree in information technology or related field.
- Working knowledge and foundational understanding of Windows (Desktop and Server).
- Functional understanding and knowledge of networking, including a basic understanding of networking and internet connectivity, including the functions of modems, routers, switches, and Wi-Fi routers/access points.
- Experience in creation and management of MS Active Directory systems and group policy.
- Experience with deploying and supporting MS Office 365.
- Cisco Certification (CCNA).
- Knowledge of information security administration.
- Previous government or public safety experience.