

## **SERVER / DESKTOP SUPPORT SPECIALIST**

**Department:** Technology Department  
**Division:** Town  
**Appointing Authority:** Technology Manager

**Grade:** 4  
**Revision Date:** 1/18  
**Bargaining Unit:** S (Provisional)

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### **Definition:**

Purpose is to provide skilled technical and administrative duties in supporting operations of the Technology Department; to support and execute the City's server and desktop system operations including hardware, software and systems support for city departments and the school department as assigned, all other work that is logical to the position.

Responsible for end user training and information, guidance, and support related to IT hardware, software and networking issues, including other ancillary electronic equipment or programs.

### **Supervision:**

Reports directly to and works under the policy direction of the Technology Manager who assigns tasks based on overall objectives.

Performs a variety of responsible duties of an administrative and technical nature requiring the exercise of judgment to carry out assignments independently and analyze facts and circumstances surrounding individual problems to set daily work agenda based on user requests and regular routine.

Performs no supervisory functions, may work collaboratively with other personnel.

### **Environment:**

Work is performed at remote sites (i.e., Police, Fire, DPW, Library, Town Hall, COA, etc.) as well as in a server room of the Technology Department. Operates all computers, servers, telephone, and all other standard office equipment.

Duties are performed under typical office conditions with exposure to moderate noise.

Has regular daily contact with employees and offices throughout the town in answering questions, solving problems, providing training, implementing and supporting applications from vendors; and assisting the Manager in developing, implementing and supporting applications and equipment.

Errors in judgment and administration may result in damage to or loss of information, damage to hardware or software or telecommunications, delay in or loss of service, possible monetary loss, or adverse legal consequences to the town as well as impact on employee morale due to confusion and delay.

**Essential Functions:** (The essential functions or duties listed below are intended only as illustration of the various types of work that may be performed and are representative of those that must be met by an employee to successfully perform the essential functions of the job. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

Responsible for support of server/desktop operating systems, server/desktop hardware configuration, web page, and department and end user support, including scheduling and maintaining the existing server/desktop

operational functions, gathering and responding to non-scheduled work orders and service calls, and supporting and developing new system project plans.

Installs and maintains server and desktop systems, related components, peripherals, operations systems, configurations, utilities, office automation and other applications; provides support for Microsoft office automation applications.

Diagnoses and resolves server and desktop operating and functional issues. Connects server and desktop to the City's networks, other interoperable devices and peripherals. Performs or coordinates server and desktop installation and maintenance.

General routine duties include, but are not limited to:

- Provides helpdesk support and resolves problems to the end-users satisfaction in a timely fashion during normal operational business hours;
- Acts as the front line of support for all hardware and software issues;
- Documents incidents and resolutions. Escalates incidents when necessary to MIS Manager;
- Creates guides to aide in the completion of repeating requests (software installations, configuration changes, repeating problem resolutions, etc.);
- Assigns users and computers to proper groups in Active Directory; establishes and maintains user and e-mail accounts on the network granting access to required network files and programs;
- Implements Password resets and Windows profile repair;
- Assists with PC setup and deployment for new employees using standard hardware, and software;
- Assists with onboarding of new users;
- Monitors and responds quickly and effectively to requests received through the IT helpdesk;
- Provides first level hardware, network, and software support for Town and School Department end users. This includes but is not limited to:
  - Basic Active Directory and Exchange Administration.
  - Remote diagnostic and troubleshooting of all MS Office or Windows issues.
  - Anti-virus control and remediation of infected systems.
  - Desktop imaging
  - Hardware support on desktops, laptops, mobile devices when called on to backfill for Facilities, Servers, routers, and switches.
- Participates in development and implementation of the City's disaster protection and recovery programs and Incident Management program(s);
- Network troubleshooting, including VPN setup and circuit monitoring/management;
- Logs all incidents and user contact in a problem tracking system;
- Places service calls to outside vendors; monitors and tracks the call until issue is resolved;
- Follows-up with Team Members to make sure their problem/request is resolved;
- Keeps management and users updated with changes in the status of key systems;
- Stays informed and current with all procedures for systems and equipment; Provides assistance as assigned for departmental projects.

**Minimum Qualifications:**

**Education and Experience:** Bachelors Degree in Computer Science or related field or five years of proven experience, or a combination of education and experience that enables performance of all aspects of the position.

Experience in assisting users remotely and onsite is required. 2 years experience: troubleshooting network connectivity and VPN related issues; basic routing and switching concepts; Windows Server administration; incident management; Server, Desktop and Microsoft Office (all versions) troubleshooting; Laptop, Desktop and Server hardware support. Knowledge of G Suite preferred.

**Knowledge, Ability and Skill:** Significant knowledge of computer, software and networking terminology, symbols, principles and theories. Capacity to diagnose hardware and software problems. Knowledge of data communications networks. Ability to prepare and install software packages. Ability to accurately describe technical problems and troubleshooting steps including knowledge with antivirus software, backup software and related procedures. Knowledge of Windows server based network is necessary.

Ability to evaluate, analyze and resolve complex computer problems and make logical, reasonable decisions for implementation.

Ability to establish and maintain effective working relationships and work cooperatively with department heads, staff and elected or appointed officials. Ability to plan, manage others, analyze, carry out projects, consult and offer advice, and facilitate groups; requires highly effective written and oral communication skills to communicate effectively and instruct all levels of users within the Town. Must perform all aspects of job responsibilities with honesty and integrity.

Must possess technical knowledge of current applications and to keep abreast of, learn and apply new developments in computer technology, skill working with a variety of people, and a commitment to resolution-based problem solving.

**Physical Requirements:** Minimal physical effort required under typical office conditions; intermittent moderate effort required for tasks such as moving and installing computer hardware and related office equipment involving frequent bending, crouching, twisting, grasping, pulling, pushing, and reaching. Work may involve physical ability to perform manual work for 8 hour day or longer if required; work in cramped areas or awkward positions for prolonged periods of time; exposure to ambient conditions including hot, humid, cold or wet conditions. Work may require use of staging, ladders or mechanical/hydraulic lifts at various heights. Position requires the ability to operate a keyboard and view computer screens for an extended period of time. Requires good hand-eye coordination, arm, hand and finger dexterity, and visual acuity to read technical information. Position requires the ability to access all town offices on a regular basis; Good vision required for instrument reading and ability to perform close vision, distance vision, peripheral vision, and the ability to adjust focus. Position requires the ability to lift up to fifty pounds.

**Special Requirements:** Must successfully pass CORI/ SORI checks.

*(This job description does not constitute an employment agreement between the employer and employee. It is used as a guide for personnel actions and is subject to change by the employer as the needs of the employer and requirements of the job change.)*

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**Approved:**      EXECUTED 01/12/2018 AND ON FILE IN THE HR DEPARTMENT

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Human Resources Director

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Date

Revision History: 8/14

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Technology Manager

[SSEA Review \_\_\_\_\_]