



**Title: Technical Support Specialist**  
**Department: Information Technology**

**FLSA Status: Non-Exempt**  
**Updated: 11/2022**

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### **General Definition of Work**

Performs intermediate work installing and maintaining computer hardware, software, and peripherals, training system users, troubleshooting user problems, maintaining department networks, email, and servers and maintaining the rural addressing database, and related work as apparent or assigned. Work is performed under the moderate supervision of Information Technology Director.

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### **Essential Functions**

*To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.*

- Installs, maintains, updates and repair user computers software and hardware, which includes but is not limited to desktops, laptops, tablets, printers, scanners, phones, networking, etc. for over 140 different programs
  - Analyzes and resolves helpdesk problems in a timely and accurate manner and documentation of work performed for approx. 120 users over 12 different departments.
  - Manages computer administration and security both at the user and server level; administer user security in programs and network permissions, door access, county ID's, RSA keys, email, domain accounts, network shares and access to county data.
  - Manages inventory database of all county computer hardware and software and who it's assigned to; documentation of each user programs.
  - Installs low voltage cabling for voice, data, camera, video, door systems and wired and wireless networks.
  - Acts as rural addressing coordinator in assigning addresses and roads in the county; performing GIS mapping of county, verify latest addresses and roads and updated with emergency services and other users.
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### **Knowledge, Skills and Abilities**

Thorough knowledge of personal computers and software applications; general knowledge of network applications, operating systems, programming, and GIS applications; general knowledge of modern office procedures, methods, techniques and equipment; general knowledge of the operations, characteristics and requirements of a computer configuration; general knowledge of rural mapping and developing and using geographic databases; ability to troubleshoot and resolve user and system problems; ability to train others in computer hardware and software applications; ability to communicate effectively orally and in written form; ability to establish and maintain effective working relationship with associates and vendors.



### Minimum Qualifications

Associate or Technical degree and extensive experience, or a combination of equivalent education and experience.

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### Special Qualifications

ARMER Administration Training within 6 months.  
GeoLink Addressing Software training within 6 months.  
Background check and fingerprint mandatory.  
Valid driver's license in the State of Minnesota.

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### Working Conditions

*The characteristics listed below are representative of the physical demands, physical agility, sensory requirements, and environmental exposures required by an individual to successfully perform the essential duties of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.*

- Employees sit most of the time but may walk or stand for some periods of time.
- This classification seldom involves physical agility requirements such as: climbing, stooping, kneeling, crouching, crawling, reaching, pushing, pulling, repetitive motions and manual dexterity.
- Sensory requirements include close vision, distance vision, ability to adjust focus, depth perception, color perception, night vision and peripheral vision; vocal communication is required for expressing ideas by means of the spoken word; and hearing is required to receive detailed information through oral communication and/or to make fine distinctions in sound.

Physical Exertion (Pounds)	
Up to 10	Regular
Up to 25	Occasional
Up to 50	Occasional
Up to 100	Seldom
100 or more	Seldom



Environmental Exposures	
Work near moving mechanical parts	Seldom
Work in high, precarious places	Occasional
Toxic or caustic chemicals	Seldom
Outdoor weather conditions	Occasional
Extreme Cold, non-weather	Seldom
Extreme Heat, non-weather	Seldom
Noise Level	Moderate

*The duties listed above are intended only as illustrations of the various types of work that may be performed. 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.*