



Winnebago County
The Wave of the Future

JOB POSTING

POSITION TITLE: User Support Specialist

LOCATION: Information Technology

HIRING RANGE: \$25.25 - \$28.04

STATUS: Full Time

HOURS PER WEEK: 40

WORK HOURS: 8 am – 4:30 pm

APPLICATION DEADLINE: Ongoing

Current Winnebago County employees interested in applying for this position will need to complete the Winnebago County Application for [Internal Department Transfer Form](#). Other parties interested in applying for this position will need to complete the [Winnebago County Application for Employment](#).

WINNEBAGO COUNTY POSITION DESCRIPTION September 2017

POSITION TITLE: User Support Specialist

DEPARTMENT: Information Technology

PAY BASIS: Hourly

PURPOSE AND SUMMARY:

Provides assistance and support to users for PC and network components (hardware and software). Controls the day-to-day operations of the computers.

ESSENTIAL FUNCTIONS:

1. Ensures that users who call the helpdesk or submit work order requests are assisted with their problems and concerns in a timely and efficient manner and that helpdesk coverage is maintained throughout business hours.

2. Ensures that records are accurately maintained including user problems, resolutions, and hardware and software inventory.
3. Ensures that users are trained in the proper operation of hardware and software.

ADDITIONAL ESSENTIAL DUTIES:

1. Receives phone calls from system users for help with various problems with software and hardware, PC and network problems.
2. Logs all phone and email support requests in the IS tracking software and routes these calls to the appropriate technical personnel as needed.
3. Helps troubleshoot problems with users. Walks users through solution to problems and tests.
4. Escalates requests for assistance to appropriate department staff as necessary.
5. Trains users in the use of computer software to include classroom and on-site training.
6. Assists in the researching of educational materials, new software releases and technology.
7. Assists in maintaining inventory records of software, hardware and associated supplies.
8. Reports system performance issues to the network team.
9. Performs preventative maintenance on various computer systems.
10. Assists in scheduling tasks on computers, monitors jobs for abnormal conditions, and takes appropriate action when necessary.
11. Updates and maintains computer operations related to documentation and procedures.
12. Creates and maintains a working image for the deployment of PC's.
13. Maintains computer room and data closet security.
14. Places calls for hardware and software support to outside agencies or suppliers.
15. Performs other related duties as may be assigned.

WORK RELATIONSHIPS:

1. Reports to Technical Support Supervisor.
2. Works with entire Information Technology staff, other departments, vendors and suppliers to complete duties.

REQUIRED EDUCATION, EXPERIENCE, TRAINING, AND CERTIFICATION:

1. Associates degree from an accredited institution of higher learning, preferably in Computer Science, Information Technology, or a related field.
2. A minimum of two years' work experience including considerable knowledge of PC systems and integration.
3. A combination of education and experience that provides the skills necessary to perform the job may be substituted for the education or experience requirement.
4. Ability to pass a strict background check and fingerprinting for security compliance.
5. Possession of a valid Wisconsin Driver's License and maintenance of insurance levels in accordance with County standards.

KNOWLEDGE, SKILLS, AND ABILITIES:

1. Knowledge of personal computers, peripherals, communication networks, device configurations, and associated hardware and software.

2. Knowledge of microcomputer hardware and software products, and the assessment of such in a networked environment.
3. Ability to troubleshoot, analyze problems and take appropriate action.
4. Ability to establish and maintain effective working relationships with all departmental personnel and users and vendor personnel.
5. Ability to effectively teach others in the use of office automation systems and equipment.
6. Ability to work independently or as a member of a team, and to initiate and complete projects with limited supervision.
7. Ability to coordinate multiple problems and projects.
8. Ability to read and understand technical literature.
9. Considerable ability to communicate effectively in written and oral form and to translate technical terminology into layman's terms.

PHYSICAL REQUIREMENTS:

1. Ability to lift microcomputer hardware as required for installation (not to exceed 50 pounds).
2. Ability to communicate for long periods of time on the phone while troubleshooting user problems.
3. Ability to function in situations encountered in a normal office environment in a professional and businesslike manner.
4. Ability to work under pressure and maintain a consistent professional demeanor.
5. Ability to function in situations encountered in a normal office setting.
6. Ability to use standard office equipment including telephone, computer, printer, photocopier, and scanner.
7. Ability to travel to other County departments and locations.