

City of Fort Worth, Texas Job Description

Classification Title	IT PC Support Specialist		
Job Code:	TC5270	Job Family:	Technical/Para-Professional
Pay Grade	509	Date Reviewed:	07/18/15
FLSA Status	Nonexempt	Date Revised:	10/12/19

GENERAL SUMMARY

Installs PC hardware and peripheral components on the City's enterprise data network. Loads and verifies correct operation of all application software packages used throughout the City's data network. Provides training and technical assistance to users. Identifies and resolves hardware, software and operator problems. Makes minor repairs or refers to service personnel.

ESSENTIAL DUTIES & RESPONSIBILITIES

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.

1. Provides training and technical assistance to users. Identifies and resolves hardware, software and operator problems and makes minor repairs or refers to service personnel.
2. Provides support for personal computers and mobile devices. Sets up and supports citywide meetings and provides personalized services.
3. Provides first-line support for Police desktop, laptop computers and other mobile devices, such as Mobile Data Computers (MDC's), iPad's, tablets, handheld Enterprise Digital Assistants (EDA), and printers.
4. Installs software to include new and upgrades to Personal Computers, tablets, and other devices throughout the City of Fort Worth organization. Installs, troubleshoots and maintains Police related information systems, such as Tiburon, APS E-Citation, Interview Room camera systems.
5. Supports and maintains Police Department's in-car video, interview room video systems and Police Department Mobile Data Computers (MDC).
6. Supports handheld devices including mobile phones, tablets and ticket writers.
7. Provides printer support that includes local and networked printers, scanners, all in ones and copier systems.
8. Completes public information requests, which include data collection, processing and reporting.
9. Performs other related duties as required.

10. Adheres to assigned work schedule as outlined in the Department and City attendance policies and procedures; ensures all behaviors comply with the City's Personnel Rules and Regulations.

KNOWLEDGE, SKILLS & ABILITIES

- **Knowledge of:**
 - Standard PC operating systems, applications, and hardware.
 - Principle and practices of PC systems and network operating systems.
 - Departmental and city rules, regulations and procedures relevant to information systems and services.
 - Windows operating systems.
 - Network and active directory fundamentals.
 - Methods for end user data backup, migration and restoration.
 - Active Directory Organizational Units.
 - Video displays.
 - Projection systems and imaging processes.
 - Print servers, queues, drivers and protocols.
 - Software prerequisites.
 - Network share.
 - Specific software licensing requirements.
 - IOS, Android, Window and Blackberry.
 - Apple products, including iTunes, iPhones, and iPads.
 - Job tracking software.
- **Skill in:**
 - Problem solving.
 - Prioritization and time management.
 - Customer services.
- **Ability to:**
 - Communicate clearly and effectively, both orally and in writing.
 - Work effectively in a team environment.
 - Support and resolve issues with a wide range of applications and tools.
 - Meet deadlines.
 - Keep up with changing technology.
 - Troubleshoot installation and upgrade issues.
 - Gather data remotely and locally from hard drives.
 - Maintain confidentiality.

MINIMUM JOB REQUIREMENTS

Associates degree with additional specialized training in computer science, information systems, or a closely related field and no experience required.

OTHER REQUIREMENTS

Microsoft Certified Systems Engineer (MCSE) or:

Possession of A+ certification, or ability to obtain within 60 days of hire.

Possession of Microsoft Operating System certification, or ability to obtain within 60 days of hire.

Possession of STI Knowledge Field Technician Professional Certification, or ability to obtain within 60 days of hire.

WORKING CONDITIONS

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Depending on assignment, positions in this class typically require touching, talking, hearing, seeing, grasping, standing, stooping, kneeling, crouching, reaching, walking, repetitive motions, climbing, balancing, pushing, pulling and lifting.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Medium work – Depending on assignment, positions in this class typically exert up to 50 pounds of force occasionally, up to 20 pounds of force frequently, and/or up to 20 pounds of force constantly having to move objects.