

CITY OF ST. LOUIS CLASSIFICATION SPECIFICATION

CLASSIFICATION

TITLE: Technical Support Specialist II

CLASS CODE: 1372

GENERAL DESCRIPTION OF DUTIES:

Incumbents in this classification design and maintain the information support infrastructure for the city, including Main/Mini/Micro platforms and their associated operating systems (e.g., LAN, WAN, NT, Novell, VM, VSE, etc.).

DISTINGUISHING CHARACTERISTICS:

This is an advanced-level technical classification in the Data Processing Series – Technical Support Group job family within the City of St. Louis. Incumbents within this classification perform moderately complex to complex duties with a variety of related tasks. The distinguishing characteristics of this classification within the series include design and maintenance of the overall information support infrastructure for the city.

Incumbents work under general direction. They may be in charge of an organizational unit, plan and carry out assignments with considerable independence, and have some latitude in developing procedures and methods. Supervision is given by occasional conferences.

This is an individual contributor class, meaning the incumbent may be responsible for his/her own work including output, quality and timeliness. Incumbents may, however, explain work processes and train others, such as new employees, in the same or similar job title. The individual contributor may serve as a resource or guide by advising others on how to use processes within a system or as a member of a collaborative problem-solving team.

EXAMPLES OF WORK (Illustrative Only):

(The list of duties is intended to be representative of the duties performed in positions within this classification. It does not include all the duties that may be assigned to a position and is not necessarily descriptive of any one position in this class.)

Manages projects related to main, mini, or network systems or Internet servers.

Participates in installation planning and design for remote sites.

Installs hardware and software; configures hardware and software; tests configurations.

Contributes to overall network design. Installs, troubleshoots and maintains high level networking and WAN components.

Monitors and documents system performance.

Responds to and resolves user problems.

Maintains system documentation.

Meets and confers with Managers, users, and consultants to assist in the development of specifications of new or to be updated systems both hardware and/or operating systems software.

Designs, updates and maintains web site(s).

Performs other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

Data Utilization:

Requires the ability to perform mid-level data analysis including the ability to audit, deduce, assess, conclude and appraise. Requires discretion in determining and referencing such to established criteria to define consequences and develop alternatives.

Human Interaction:

Requires the ability to provide guidance, assistance and/or interpretation to others, such as co-workers and the public, on how to apply policies, procedures and standards to specific situations.

Equipment, Machinery, Tools and Materials Use:

Requires the ability to operate, calibrate, tune and synchronize, and perform complex rapid adjustment on equipment, machinery and tools such as personal computers, servers, fiber optic test gear and/or related materials used in performing essential functions.

Verbal Aptitude:

Requires the ability to utilize a variety of reference, descriptive and advisory data and information such as project charts, network management reports, technical operating manuals, documentation, procedures, and non-routine correspondence.

Mathematical Aptitude:

Requires the ability to perform addition, subtraction, multiplication and division; calculate percentages, and decimals.

Functional Reasoning:

Requires the ability to apply principles of rational systems. Ability to interpret instructions furnished in written, oral, diagrammatic or schedule form. Ability to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objective.

Situational Reasoning:

Requires the ability to exercise the judgment, decisiveness and creativity required in situations involving the evaluation of information against sensory, judgmental and/or subjective criteria, as opposed to criteria that are clearly measurable or verifiable.

Environmental Factors:

Tasks are regularly performed in safe and comfortable surroundings without exposure to adverse environmental conditions.

Physical Requirements:

Requires the ability to lift, carry, push, and pull moderately heavy objects and materials, twenty (20) to fifty (50) pounds, such as computer hardware.

Tasks involve the regular and sustained performance of moderately physically demanding work, typically involving some combination of stooping, kneeling, crouching and crawling in order to install equipment and cables.

Sensory Requirements:

Requires the ability to recognize and identify similarities or differences between characteristics of colors and sounds associated with job-related objects, materials and tasks, such as distinguishing computer components.

EDUCATION AND EXPERIENCE STATEMENT:

Bachelor's degree in Information Technology, Computer Science, or a related field; plus two (2) years of experience analyzing, developing, managing and maintaining micro-based information/control systems; or an equivalent combination of education, training and experience.

SPECIAL REQUIREMENTS:

Possess and maintain a valid Missouri driver's license while employed by the City of St. Louis.

The City of St. Louis is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City of St. Louis will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the City.