



FLS Application Technical Specialist

General Information

Classification Code:	TCHSPC
Effective Date:	May 13, 2020
Pay Grade:	B24
FLSA Status:	Non-exempt

Position Summary

The FLS Application Technical Specialist performs complex paraprofessional duties to install, modify, and repair new and existing hardware and software systems, provide technical assistance and training to users, maintain documentation and procedure materials, and to support the acquisition and utilization of information applications involving reviewing system needs, file conversion, customized report-writing and training. Functions as a liaison with vendors, internal departments, and/or regional partners. Provides computer software support to City employees.

Classification Characteristics

This is the advanced journey level position in the Technical Specialist classification. The Technical Specialist is a broad paraprofessional classification that performs specialized functions in areas such as surveying, traffic, engineering, information services, and environmental services. Technical Specialists focus on how to carry out the operations of the process specified by higher level positions. This position has a choice as to how and when the operations are carried out, but not as to what constitutes the process.

The FLS Application Technical Specialist is distinguished from the journey level by the complex knowledge of specific applications, programming tools and a full range of software functions. Duties require the application of advanced paraprofessional principles and practices in the assigned area with general supervision and direction of a manager or supervisor who is available for consultation regarding prioritization of projects and final decisions on recommended solutions, costs, and purchases. Daily tasks are handled independently, assigned based on customer needs as determined by standards and best practices.

Essential Duties

The duties listed below are a typical sample; position assignments may vary.

- 1 Provides general to complex end user support for all systems and software, including but not limited to, conducting periodic trainings on basic to advanced elements of varied hardware systems and software applications, and assisting users with understanding and using computer software, tools and services.
- 2 Installs, tests, and configures new and existing hardware and software applications and packages. Upgrades and maintains computers, laptops, peripheral devices, wire and cabling to include testing, diagnosing, and repairing.
- 3 Assists in the implementation and administration of the City's network systems, computing assets and software programs including system security, user access, and file maintenance, naming, and archiving procedures.
- 4 Performs routine tasks of local area network and wide area network to minimize downtime and to optimize performance. Works with vendors, contractors and staff to optimize system performance. Performs preventative maintenance, scheduled upgrades, and security back-ups. Assures adequate file backup and easy recovery of files.

Essential Duties	
5	Troubleshoots and resolves hardware and other operational problems experienced by users. Escalates issues appropriately for problem resolution. Serves as liaison between users and vendors, contractors and other staff as necessary.
6	Maintains accurate inventory of computer assets, software licenses, warranties, maintenance agreements, and vendor contracts.
7	Assist users to develop, test, and implement system design specifications for applications in compliance with assigned department or program requirements.
8	May administer security system(s), assign and secure levels of access to data on server and/or local area network, and track connections between various security components. Monitors system library, databases and data files for proper use, correct allocation and data integrity.
9	Creates reports, queries, utilities and connections between programs involving multiple data platforms. Assists with design, production, and maintenance of system and procedural documentation, prepares periodic reports, and logs work performed.
10	Maintains effective expertise necessary to evaluate IT requirements and opportunities for improvements, and makes appropriate recommendations.
11	Performs other duties of a similar nature or level.

Functional Specific Responsibilities	
N/A	

Qualifications	
Minimum Qualifications: Associate's degree or two-year technical certificate in Information Technology or related and 5 or more years of relevant, progressively responsible experience or an equivalent combination of education and experience. Experience in the field of information technology with technical work providing direct support to customers in a computer services environment is preferred.	
Licensing/Certifications: <ul style="list-style-type: none"> • Valid driver's license may be required. 	
Technology Skills: <ul style="list-style-type: none"> • Application server software – Oracle • Authentication server software – password management software • Backup or archival software – disaster recovery software • Database management software – Microsoft SQL Server Management Software • Desktop publishing software – Adobe Systems • Enterprise resource planning software – PeopleSoft • Helpdesk software • Internet directory services software • Office suite software – Microsoft Office 365(Word, Excel, PowerPoint) • Transaction security and virus protection software –, Encryption software 	
Knowledge Required: <ul style="list-style-type: none"> • Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming. • Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of 	

Qualifications

customer satisfaction.

- English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, and coordination of people and resources.
- Communications — Knowledge alternative ways to inform and entertain via written, oral, and visual media.
- Public Safety and Security — Knowledge of relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions.

Skills:

- Active listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Reading Comprehension — Understanding written sentences and paragraphs in work related documents.
- Troubleshooting — Determining causes of operating errors and deciding what to do about it.
- Systems Evaluation — Identifying measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.
- Time Management — Managing one's own time and the time of others.
- Instructing — Teaching others how to do something.
- Speaking and Writing — Talking and writing to convey information effectively as appropriate for the needs of the audience.

Abilities:

- Oral and Written Comprehension — The ability to read or listen to and understand information and ideas presented through written or spoken words and sentences.
- Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
- Oral and Written Expression — The ability to communicate information and ideas in speaking and in writing so others will understand.
- Near Vision — The ability to see details at close range (within a few feet of the observer).
- Selective Attention — The ability to concentrate on a task over a period of time without being distracted.
- Finger Dexterity — The ability to make precisely coordinated movements of the fingers of one or both hands to grasp, manipulate, or assemble very small objects.
- Discretion — The ability to maintain confidentiality. May have access to or gain knowledge of confidential information concerning the City, its customers, and other employees. "Confidential information" is defined as information to which the public does not have general access.

Physical Requirements											
Key	None 0% (0 hrs.)	Seldom 1-10% (Up to 1 hrs.)	Occasionally 11-35% (Up to 3 hrs.)	Frequently 36-75% (3-6 hrs.)	Continuous 76-100% (6+ hrs./day)						
	0%	1-10%	11-35%	36-75%	76-100%		0%	1-10%	11-35%	36-75%	76-100%
BODY POSITIONS						PUSH/PULL					
Standing				X		0-10 lbs.				X	
Sitting				X		11-20 lbs.				X	
Walking – Even Surface				X		21-50 lbs.			X		
Walking – Uneven Surface			X			51-75 lbs.		X			
Kneeling			X			76-100 lbs.		X			
MOVEMENTS						ENVIRONMENTAL HAZARDS					
Bending/Stooping			X			Indoors					X
Twisting			X			Outdoors				X	
Crawling		X				Dust			X		
Squatting/Crouching			X			Fumes/Odors/Gasses		X			
Balancing				X		Chemical Agents		X			
Reach – Overhead			X			Biological Agents		X			
Reach – Forward			X			Noise – Low				X	
Reach – Backward			X			Noise – Moderate			X		
Climbing – stairs			X			Noise – High		X			
Climbing - ladder		X				Low Light			X		
USE OF HANDS						RESTRICTED WORKSPACE					
Grasping – whole hand				X		Heat		X			
Grasping – pinch grip				X		Cold		X			
Fine manipulation/feeling			X			Restricted workspace			X		
Keyboarding					X	Vibration – whole body		X			
LIFT/CARRY						VIBRATION - EXTREMITY					
JOB SPECIFIC											
0-10 lbs.				X		Driving – vehicle/equipment				X	
11-20 lbs.				X		Operate foot controls				X	
21-50 lbs.			X			Seeing					X
51-75 lbs.		X				Talking				X	
76-100 lbs.		X				Hearing				X	
						Extended work hours		X			

Classification History

May 13, 2020 – Drafted & Adopted

I have reviewed the job description.

Employee: Name _____ **Signature** _____ **Date** _____