



Capital Area Council of Governments Job Description

CAPCOG Title: Systems Support Specialist
Division: Information Technology Services
Reports to: Director
State Title & Salary Grade: Systems Support Specialist III/ B17
FLSA Status: Exempt Non-Exempt

GENERAL DESCRIPTION

Performs highly complex computer systems support work. Work involves providing technical assistance to computer users in desktop situations with computer hardware or software; assist with audio visual and presentation equipment; and provide support for the agency's information technology systems and operating automated office equipment in a stand-alone or network environment. Works under limited supervision, with considerable latitude for the use of initiative and independent judgment. The essential functions of this position must be performed at CAPCOG offices therefore, the position is not eligible for telecommuting.

ESSENTIAL FUNCTIONS

Essential duties and functions may include the following. Other related duties may be assigned.

- Provides Help Desk support, resolving end-user problems with desktop applications, workstations, telephony, and peripheral equipment when needed.
- Coordinates the update of the agency's servers and computer application programs. Installs, tests, and maintains network hardware and software.
- Sets up equipment (computers, telephone, and desktop printers) for employee use, performing or ensuring proper installation of cables, operating systems, or appropriate software.
- Coordinates and schedules vendor onsite maintenance and support requests.
- Troubleshoots and resolves computer-related problems.
- Assists with administrative duties maintaining servers, network equipment, computers.
- Assists with user account creation for servers, computers, telephony, software applications and website portals.
- Prepares evaluations of software or hardware and recommends improvements or upgrades. Makes suggestions regarding the procurement of information technology equipment.
- Coordinates and maintains accurate asset inventory and tracking of all IT related equipment.
- Confers with staff and management to establish requirements for new systems or modifications.
- Assists with maintaining the access control, surveillance, and badging systems.
- Provides on-site audiovisual systems administration, training, and support. Assists with off-site committee meetings.
- Assists in maintaining the local area network or wide area network, Internet or intranet, cable and hub installations, website, and cloud-based applications.
- Performs related work as assigned.

GENERAL QUALIFICATIONS

Education

Graduation from a standard high school or equivalent required. Associates degree in computer science or training in a vocational school with courses in computer science preferred.

Experience

Two years of experience in computer systems support work relevant to the examples of work provided required. Education or experience required.

Knowledge, Skills, and Abilities

- Knowledge of Windows Operating Systems 10/11, Server 2022/2019/2016/2012, Active Directory, Office 365, SharePoint, OneDrive for Business, Teams, and Adobe Acrobat.
- Knowledge of HP Servers, Dell computers, laptops and switches, Apple iPads, digital phones, various printers, and hardware peripherals.
- Knowledge of LAN/WAN network concepts; ethernet and fiber cabling and connectivity.
- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Ability to convey information and cause understanding
- Ability to use logic and understanding to identify strengths and weaknesses of alternative
- Skill in troubleshooting and repairing of computer equipment
- Skill in installing and maintaining software and hardware

Other Requirements Education or experience required.

- **Requires passing CJIS background check and maintaining CJIS clearance.**

PHYSICAL REQUIREMENTS

Remain in a stationary position at a desk throughout the workday.	Regularly
Stand and perform tasks throughout the workday. May be stationary for periods of the day.	Regularly
Move about inside the office to perform different tasks of the position such as access the copy machine, file papers, or deliver mail to the reception area.	Regularly
Coordinate precise movements of the fingers in order to use office productivity machinery or perform intricate tasks.	Regularly
Move objects weighing up to designated # of pounds.	Seldom – 50 lbs.
Lift objects from the floor and up onto a shelf or desk weighing up to designated # of pounds.	Seldom – 50
Converse with others both in person and over the phone.	Regularly
View details at close range (within one to two feet of the observer) and distinguish color-coded materials.	Seldom
Move body into multiple positions to perform different tasks such as in the following examples: under desks, between walls, around servers and furniture, or to retrieve files from the bottom or top drawers of file cabinets.	Seldom
Performs duties in professional office environment.	Frequently
Performs duties while exposed to conditions of heat, cold, humidity, wind and/or rain.	Seldom
Drives a vehicle to perform CAPCOG business.	Seldom

PHYSICAL REQUIREMENTS KEY

Never 0% Seldom 0-30% Regularly 30-60% Frequently 60-90% Constantly 90-100%

- Seldom would be up to 12 hours per week or 0 to 2.4 hours per day
- Regularly would be 12 to 24 hours per week or 2.4 to 4.8 hours per day
- Frequently would be 24 to 36 hours per week or 4.8 to 7.2 hours per day
- Constantly would be 36 hours to 40 hours per week or 7.2 to 8 hours per day

I have read and understand all aspects of this job description. I have discussed the duties with my supervisor.

Employee Printed Name and Signature

Date

Supervisor Printed Name and Signature

Date