



Capital Area Council of Governments Job Description

CAPCOG Title: Systems Support Specialist
Division: Information Technology Services
Reports to: Chief Information Security Officer
State Title & Salary Grade: Systems Support Specialist IV/ B19
FLSA Status: Exempt Non-Exempt

GENERAL DESCRIPTION

Performs advanced (senior-level) computer systems support work in a help desk setting. Work involves coordinating and/or providing the first-line assistance for operational problems of agency information technology systems, audio visual systems and operating automated office equipment in a stand-alone or networked environment. Works under minimal supervision, with considerable latitude for the use of initiative and independent judgment.

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 and oversees the configuration and installation of equipment for employee use and ensuring proper security measures, installation of cables, operating systems, or appropriate software are maintained.
- Assists with cybersecurity related activities.
- Coordinates and schedules vendor onsite maintenance and support requests.
- Provides routine technical assistance troubleshooting software and hardware problems, as well as problems involving office equipment such as phones, printers, and fax machines; and recognizes and escalates difficult problems to a higher level of support.
- Confers with staff and management to establish requirements for new systems or modifications.
- Reviews and provides recommendations regarding the procurement of information technology equipment.
- 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.
- Coordinates and maintains accurate asset inventory and tracking of all IT related equipment.
- 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

Three years of experience in computer systems support work relevant to the examples of work provided required.

Experience and education may be substituted for one another.

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 the practices, principles, and techniques of computer operations; information systems; computer software and hardware; information security policies and procedures; local and wide area networks; and the management of information systems.
- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Skill in the use and support of computers, the use of applicable programs and systems, and troubleshooting information systems.
- Ability to operate information technology systems, to troubleshoot and repair equipment, to communicate effectively, and to supervise the work of others.

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