

Information Technology Department

Title: Technical Support Specialist

Wage Scale: \$39,760 - \$41,760

Fully Benefitted

Essential Duties and Responsibilities:

- Provide support for Windows installations and applications for the entire City of Romulus.
- Troubleshoot hardware, software, and network issues. Advise management/administration of recurring problems or issues with hardware/software and establish guidelines for resolution.
- Assist with moves, additions, and changes of hardware such as computers, monitors, printers, and other IT equipment.
- Provide support for the day-to-day service requests ensuring prompt, accurate, and courteous resolutions while updating service tickets and documentation of steps for resolution.
- Assist with Windows system rollouts such as hardware/operating system updates, software package installations, system images, and security patches.
- Coordinate the setup of audio-visual and telecommunications for presentations and training as needed.
- Develop training guides, manuals, and how-to documents for dissemination to users.
- Assist to identify and suggest for removal any technology equipment from service and assist with the proper disposal/asset recovery of those systems.
- Assist to maintain and update the City of Romulus Technology Services hardware and software inventory.
- Assist with mobile technology support for laptops, tablets, cell phones, and in-vehicle communications.
- Assist with supporting security camera and access control systems.
- Assist with basic telephone systems configuration and support.
- Assist with City of Romulus Public web site support and changes.
- Take after-hours calls/emails and contact the appropriate personnel in the event of an emergency.
- Assume other duties and responsibilities as assigned.

Organizational Relationship:

- The Technical Support Specialist is a member of the Technology Services Department, which reports primarily to the Director of Technology Services and secondarily to the Assistant Director of Technology Services.

Education/Experience:

- Requirements include a BA/BS degree (or equivalent experience).
- Will also consider any candidate without a degree but possessing the necessary skills and demonstrating a track record of career-based achievement.
- Requirements include experience in supporting Microsoft Windows operating systems and the Microsoft Office suite of software.
- Experience with basic networking protocols.
- Experience working with a variety of cell phone types and operating systems.
- Experience working with security cameras and access control systems strongly recommended.
- Experience working with VoiP or similar telephone systems strongly recommended.
- Dedication to providing courteous, efficient, and accurate resolution for all support issues.