



Technology Systems Support Specialist | Paris Board of Public Utilities

Job Description

Reports To: Vice President – Administration & Finance

Job Type: Exempt

Directs: None

Working Conditions: Subject to inside and outside working conditions

Purpose of Position

Provides technical support to Computer/Network and hardware/software users by performing the following duties.

Essential Functions

- Tracks and resolves end user computer, printer, phone and related electronic equipment problems.
- Performs user setup, training and administration including the development, maintenance, implementation, and documentation of access and security settings for end user devices.
- Provides end user support and training to the users of the IT systems as required.
- Assists with the implementation of the acquisition of approved IT systems as required.
- Assists with the implementation and administration of user permissions on all platforms.
- Assists with the implementation of desktop software licensing/subscriptions.
- Be familiar with end user hardware, software, tools and related electronic equipment.
- Assists with the operation of building audio/video equipment.
- Assists with the administration of the end user security awareness program.
- Develops and maintains documentation of systems, projects and assignments.
- Documents and tracks all support requests with appropriate problem tracking method.
- Assists with the implementation of new technologies.
- Serves and responds to call-outs of reported service problems during and outside of normal business hours.
- Be familiar with facility security systems.
- Develop and deliver new technologies that advance our customer support experience.
- Provides consultation and assistance to co-workers and customers. Freely shares knowledge, mentors others and serves as a subject matter expert in areas of expertise. Fosters and contributes to an atmosphere of collaborative problem-solving, teamwork and a strong commitment to a high standard of customer support/
- Researches and tests new technologies.
- Trains users in various software applications and operating systems.
- Stay informed on current technology and keep high end users informed of current technology offerings.
- Provide assistance to people in need
- Establish and maintain effective working relationships with coworkers.
- Perform any other duties as assigned.

Specifications

Education

Associate's Degree or greater concentrated in Computer Science, Information Technology or related field with 2 years experience **OR** equivalent industry experience, 5 years preferred

Qualifications

- Ability to identify and resolve problems in a timely manner
- Ability to clearly present technical information

- Ability to communicate effectively and efficiently
- Knowledge of all Microsoft Office platforms
- Knowledge of Apple/Android operating systems
- Knowledge of hardware/software systems
- Ability to exercise sound judgment within established verbal or written guidelines
- Knowledge of database management principles
- Ability to use current office technology
- Ability to work independently and as part of a team
- Ability to manage special projects
- Ability to tune performance of networks, databases and software
- Ability to respond appropriately to constructive criticism from a supervisor
- Ability to maintain strict confidentiality of highly sensitive information, both internally and externally
- Ability to maintain professionalism and effectively perform in stressful situations
- Excellent written and oral skills required, including the ability to clearly express thoughts to others (both internally and externally) and exchange information courteously via telephone, email, and in-person in order to establish and maintain effective working relationships

Training

Maintain professional and technical knowledge by attending educational workshops, reviewing professional publications and establishing personal networks

Physical Abilities

Mobility: Ability to move about as required to accomplish tasks

Lifting: Ability to raise objects from a lower to a higher position or moving objects horizontally from position-to-position with the job

Talking: Ability to communicate in a pleasant, courteous, and professional manner; ability to speak clearly and in an understandable fashion

Hearing: Ability to perceive the nature of sounds with or without correction; ability to receive detailed information through oral communication

Visual Acuity: Ability to accomplish tasks with or without corrective lenses

Expectations

Due to the need to fill customer contact areas and the importance of supporting sub-departments whose schedules are based on hours of operation, Paris BPU has a need to ensure certain tasks and duties can be fulfilled during normal business hours. Therefore, Paris BPU has the need to set time-based work requirements to meet the needs of the company as a whole and to serve our customers.

Overtime

Management reserves the right to elect to pay overtime based on extenuating circumstances.

- Overtime will be paid after two hours of work outside of normal business hours when the work is beyond normal job-related duties. Examples are storms, unforeseen large issues, etc.

Exempt Office Employee Guidelines

Fridays – Employees are required to work their normal Friday schedule. All 9/80 work schedule rules apply.

Other

The statements contained in this job description reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required, and the scope of responsibility. It should not be considered an all-inclusive listing of work requirements. The Paris Board of Public Utilities has the right to change or update employee's duties at its discretion.

I have read, understand, and agree to abide by the obligations and expectations of the defined job description.

Paris BPU reserves the right to change any portion of the job description at any time.

Print Employee Name

Employee Signature

Date

This job description does not constitute a written or implied contract of employment.