



IT Support Specialist, Sr.

Classification:	IT Support Specialist	Reports to:	Technical & Support Division Manager
Division:	Technical and Support	Direct Reports:	N/A
FSLA:	Non-Exempt	Salary Range:	774

The Sr. IT Support Specialist provides routine and advanced troubleshooting and technical support for internal and external customers and gives advice and recommendations for improving and innovating systems and workflows within and without the organization in a fast-paced, 24/7 environment. The position is devoted to all aspects of IT systems selection, procurement, set-up, installation, troubleshooting, service, upgrades and maintenance as well as provides help desk support to the users; dealing directly with the users, offering advice, training, solutions, and guidance in a professional manner.

Distinguishing Characteristics

Work is distinguished by the advanced and complex nature of work performed, which focuses on the full range of technical support and oversight. The work also includes handling connectivity to various networks; printing; and devices such as tablets and smartphones. The Sr. IT Support Specialist works with a high degree of independence under broad program guidelines and general supervision of the Technical Services Manager.

Essential Job Functions

Candidates and incumbents must be able to perform the following essential job functions with or without reasonable accommodation:

- Provides complex troubleshooting and technical support for the daily business functions of internal and external customers. Identifies source of hardware or software problems and takes appropriate corrective action.
- Perform procurement, tracking, installation, configuration, maintenance, updates and support for computer hardware and equipment, including servers, switches, storage, firewalls, PCs, tablets, printers and external solutions.
- Perform procurement, tracking, licensing, installation, configuration, maintenance, updates and support for computer software systems, including Windows Server 2008+, SQL Server 2002+, SharePoint Server 2010+, Windows 7+, Microsoft Office 2010+ and external solutions.
- Perform technical evaluation, cost, benefit, feature, need, and financial comparison of potential software and hardware acquisitions, upgrades and changes which would improve operating efficiency and make recommendations based on analysis.
- Provides input to Technical Services Manager on program area needs and requirements.
- Collaborate with Information Technology departments from a variety of vendors and support providers as well as at the local and state levels to ensure reliable and continuous operations and efficient computer interaction between systems.
- Provides support to Local, Wide and Virtual networks (LAN/WAN and VPN) and/or stand-alone networks.
- Manages and/or coordinates all aspects of client accounts on multiple, disparate systems; verifying data access requests for approval and ensuring systems are secure from unauthorized access.
- Provides local and network printer management and troubleshooting. Manipulating and managing printer queues and print jobs as needed.
- Develops scripts to automate or assist in automating tasks. Runs tests and debugs to ensure systems run correctly.
- Conducts internal training on hardware and software systems.



- Participates on agency projects in various capacities and provides technology guidance and support to other project teams. May serve as project lead on technical implementation projects and have functional supervision of other staff assigned to the project.
- Participates in technical training and Agency in-service training sessions.
- Participates in special events including CRESA Community Expo, Emergency Operation Center (EOC) activations, training sessions, setups and teardowns as applicable.
- Ensure that hardware and software solutions and policies meet all identified minimum requirements and standards. Submit appropriate reports and/or documentation to demonstrate compliance with identified requirements and standards.
- Provide after-hours support for mission critical systems based on an on call rotation schedule.
- Performs other related duties as assigned.

Minimum Qualifications

- Bachelor's degree in computer science, management information systems or a closely related field. *(Other degrees and certifications may substitute for some of the Bachelor's degree requirement. For example CompTIA, MCITP, MCTS, MCSA, MCSE)*
- Three years of relevant PC / Computer systems support experience. *(Additional years of directly related experience may substitute for some of the educational requirement.)*
- Any equivalent combination of education and experience that provides the applicant with the knowledge, skills and ability required to successfully perform the job will be considered.
- Must successfully pass pre-employment reference and criminal history checks.
- Must have ability to perform the essential functions of this position with or without reasonable accommodation.

Any combination of education and experience that provides an applicant with knowledge, skill and ability to successfully perform the work will be considered.

Knowledge of:

- Current principles and practices of computer science and information technology, including virtualization and cloud computing
- Systems and application software including but not limited Windows 7+, SharePoint, Microsoft Office suite, Microsoft Server, SharePoint Server, Microsoft SQL Server, file/disk management, and memory management software products
- Hardware configurations including storage devices, printers, graphics, communications, and related software
- Operational characteristics of data processing equipment and peripherals
- Methods and procedures of software design, development and maintenance
- Wired/wireless network, and networking protocols and management software
- Malware and anti-virus tools and strategies

Ability to: Build, install and fix hardware devices and equipment in a variety of form factors

- Analyze complex technical problems and provide logical and effective solutions
- Read, interpret, and apply technical information from resource manuals
- Communicate clearly and concisely, both orally and in writing
- Apply critical thinking, troubleshooting and problem solving skills to improve services
- Carry out Agency policy directives in an effective and timely manner
- Establish and maintain positive and professional working relationships with managers, coworkers, other



governmental jurisdictions, volunteers, the media and the public

- Apply appropriate independent initiative, discretion, judgment and organizational skills to a variety of projects, assignments and situations.

Physical / Sensory Requirements. The following characteristics describe the most common ways this position’s essential functions and job tasks are performed. Any incumbent or candidate for this position must be able to perform the essential functions and job tasks with or without reasonable accommodation.

Sight and Vision	Frequency	Criticality of Requirement
• <i>Close / Fine Visual Acuity.</i> Differentiate and comprehend visual effects of subtlety or precision.	Hourly / Constantly	Very Important
• <i>General Visual Acuity.</i> Differentiate and comprehend visual effects of general size, shape and distance.	Hourly / Constantly	Very Important
Hearing	Frequency	Criticality of Requirement
• <i>General / Broad Hearing.</i> Differentiate and comprehend:		
○ Audio effects or noises (ambient or intrusive) of pitch, volume or tone within the ‘normal range’	Hourly / Constantly	Very Important
○ Voices (ambient or intrusive) in face-to-face settings, in groups with multiple speakers, over the phone, by radio, etc. of pitch, volume or tone within the ‘normal range’	Hourly / Constantly	Very Important
○ Verbal speech, language, accents and vocal sounds including the subtleties of speech communication such as intonation, inflection, emphasis and nuance.	Hourly / Constantly	Very Important
Speech	Frequency	Criticality of Requirement
• <i>General Speech.</i> Communicate orally; express thoughts and emotions by word, sound and gesture.	Hourly / Constantly	Very Important
Touch	Frequency	Criticality of Requirement
• <i>Basic Repetitive Hand / Arm Motion.</i> Make regular movement (motion) of wrist, hand, fingers, elbow, shoulder, etc. to type, use computer mouse, etc.	Daily	Important
• <i>Reach.</i> Stretch or extend hand, arm, foot, etc. away from body to touch or meet another object.	Daily	Important
• <i>Grasp.</i> Seize and hold object with fingers, palm, and arms.	Daily	Important
• <i>Lift.</i> Move object upward to a higher position; hoist. Typical weight lifted up to 50 lbs.	Weekly / Monthly	Slightly Important
• <i>Push / Pull.</i> Exert force to move objects towards or away self. Typical pressure doesn’t exceed 50 lbs.	Weekly / Monthly	Slightly Important
Physical Coordination	Frequency	Criticality of Requirement
• <i>Sit.</i> Remain in seated position to accomplish work.	Hourly / Constantly	Important
• <i>Stand.</i> Remain in upright position, motionless or steady on the feet to accomplish work.	Weekly / Monthly	Slightly Important
• <i>Walk.</i> Move about or travel on foot to accomplish work.	Daily	Important
• <i>Drive.</i> Operate a motor vehicle to get self or others to and from various work locations.	Weekly / Monthly	Important
• <i>Dexterity.</i> Ability to bend, crawl, climb, stoop and reach in order to provide customer support in the installation, repair and maintenance of hardware and software. Incumbent works extensively with and on personal computers which require detailed dexterity	Daily	Very important
Working Memory	Frequency	Criticality of Requirement
• <i>Audio Memory.</i> Retain and retrieve information gained via audio sources.	Hourly / Constantly	Very Important
• <i>Visual Memory.</i> Retain and retrieve information gained via visual sources.	Hourly / Constantly	Very Important
Comprehension	Frequency	Criticality of Requirement
• <i>Rapid Comprehension & Application.</i> Grasp meaning, nature, or importance of information, then quickly and correctly apply knowledge to work or situation.	Daily	Very Important
• <i>Complex Comprehension & Application.</i> Grasp the meaning, nature, and	Weekly / Monthly	Very Important



importance of complex, ambiguous or difficult information, and correctly apply knowledge to work or situation.

Environmental Working Conditions	Frequency	Criticality of Requirement
<ul style="list-style-type: none"> <i>No Substantial Hazards.</i> Position is not substantially exposed to adverse environmental conditions. 	--	--
Level of Physical Activity	Frequency	Criticality of Requirement
<ul style="list-style-type: none"> <i>Sedentary Work.</i> Work primarily requires exerting up to 50 lbs. of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. 	Hourly / Constantly	--

EQUAL OPPORTUNITY EMPLOYER

CRESA is an equal opportunity (EEO) employer and does not unlawfully discriminate on the basis of race, color, national origin, religion, age, gender, sexual orientation, marital status, disability, genetic information, veteran status or any other basis prohibited by federal, state or local law. Recruitment processes are conducted to ensure open competition, equal employment opportunity and prohibit discrimination. Women, minorities, veterans, and persons with disabilities are encouraged to apply. CRESA will provide reasonable accommodation for persons with disabilities during the selection process if requested. Applicants are responsible to notify the Human Resources Manager of the accommodation needed at the time of application or at least two days prior to the date needed. For an alternate format of this information, contact ADA Compliance Office: (360) 992-9205. Washington Relay Service – 7-1-1 or (800) 833-6368

IMMIGRATION LAW NOTICE

Only U.S. Citizens and aliens lawfully authorized to work in the United States will be hired. All new employees will be required to complete and sign an Employment Eligibility Verification form and present documentation verifying identity and employment eligibility.