



DURANGO FIRE PROTECTION DISTRICT

JOB DESCRIPTION

Technical Specialist

Pay Grade: 23

Division/Bureau: Operations Section

Supervisor: Administrative Battalion Chief

JOB SUMMARY

To provide a single point of contact for end users to receive support and maintenance within the organization's physical and virtual desktop, and laptop and tablet computing environment; includes installing, diagnosing, repairing, maintaining, upgrading, replacement and inventory of all related hardware, equipment and peripherals to ensure optimal computer system performance.; and to perform a variety of technical duties as required.

ESSENTIAL FUNCTIONS

- Follows the Mission, Values and Department Expectations.
- Perform a variety of onsite and remote functions in troubleshooting and resolving software and hardware concerns; maintain, repair and install desktop, laptop and tablet hardware, software and peripherals; utilize Support Desk application for trouble ticket management.
- Assist in developing long-term strategies and capacity planning for meeting future physical and virtual desktop hardware needs.
- Assist in troubleshooting of VDI platform and VDI Clients.
- Develop and maintain an inventory of all desktop, laptop, and district provided mobile devices such as phones and tablets.
- Collaborate with users regarding desktop system and printing needs; analyze and test software and hardware for system compatibility; maintain desktop virus protection and security.
- Coordinate information systems activities with other District/City departments; provide training to users in operating system, file maintenance, desktop system utilities and office automation applications as required.
- Evaluate operations and activities of assigned system responsibilities; research and recommend improvements and modifications; collaborate and confer with vendors and suppliers; recommend or make purchases.
- Perform install, support, and troubleshooting of video conferencing equipment and software utilized by the Training Division.
- Participate in the preparation of the information systems budget; submit budget recommendations.

OTHER DUTIES

- Write technical specifications for new desktop, laptop and tablet systems and peripherals; for changes to existing systems including system programs and user guides; ensure compliance with established standards and procedures.
- Attend and participate in professional group meetings; stay abreast of new trends and innovations in personal computer, mobile device, peripheral and general information systems technology.
- Assist supervisor with network administration duties when delegated.
- Perform related duties and responsibilities as required.

KNOWLEDGE AND SKILL REQUIREMENTS

Knowledge of:

- Operational characteristics of physical and virtual PC desktop systems, laptops, tablets and peripherals.
- Principles and operating procedures of Windows, iOS and Android-based operating systems.
- Principles and techniques of various programming languages, database administration and data backup.
- Operational characteristics of LAN telecommunications, including Cat5 cabling, Ethernet switches.
- Principles and practices of technical analysis and documentation.

Ability to:

- Install, configure, analyze and maintain computer systems and peripherals, including printers, scanners and plotters.
- Read, interpret and apply complex technical publications, manuals and other documents.
- Interpret data and develop logical solutions to complex computer hardware and software application problems.
- Make recommendations in desktop systems, peripherals and software applications.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain cooperative working relationships with those contacted in the course of work.
- Establish and maintain cooperative working relationships with those in the City of Durango IS Department and maintain network security parameters established by the IS Department.
- Ability to present ideas in user-friendly language.

QUALIFICATIONS

- Associates degree or equivalent from an accredited vocational school, college or university with course work in electronics, telecommunications, management information systems, computer science, or a related field. An equivalent combination of education, training and experience that demonstrates required knowledge, skills and abilities may be considered.
- Two years of increasingly responsible experience in desktop, laptop and tablet systems support.

PHYSICAL REQUIREMENTS

- Use and normal maintenance of office machines, (copier, computer, printer, fax, etc.);
- Handling of files weighing up to 20# including floor to waist and overhead lifting;
- Ability to lift, push and move office supplies weighing up to 50#;
- Ability to bend, stoop, stretch, reach, carry, grasp and turn objects;
- Ability to climb stairs; and stand, sit and walk for up to 60 minutes at a time;
- Frequent use of phone handset and repetitive use of hand & fingers to take messages, operate office equipment, use computer keyboard & computer mouse and to perform other office tasks;
- Acceptable eyesight to read printed material & a computer monitor and to operate office equipment;
- Acceptable hearing to communicate with others in person or through telephonic means;
- Acceptable verbal and conversation skills to effectively communicate with others via the phone, meetings and to greet and assist visitors.
- Ability to drive a department vehicle.
- Must comply with the organization's wellness and fitness program and participate in the Cooper Fitness Assessment.

This position is an hourly non-exempt position working a 40 hour, Monday-Friday schedule.

We are an equal opportunity employer.