



# IT Specialist

Class Code:  
04009

Bargaining Unit: None

CITY OF CHATTANOOGA  
Established Date: Jun 29, 2007  
Revision Date: May 4, 2012

## **SALARY RANGE**

\$1,707.38 - \$2,687.27 Biweekly  
\$44,392.00 - \$69,869.00 Annually

### **SUMMARY:**

Incumbents in this classification are responsible for providing advanced level on-site and remote technical support for personal computer users. Provides 24/7 support for all hardware, software, wireless telecommunication devices and wireless networks; serves as third level support. Work is performed with limited supervision.

### **SERIES LEVEL:**

The IT Specialist is the second level of a four level information technology support series.

### **EXAMPLES OF DUTIES:**

#### **ESSENTIAL FUNCTIONS:**

**(The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.)**

Provides on-site user support of PC's for problems with hardware and software beyond the front-line support provided at the technician level; assists and trains users with PC software applications.

Performs diagnostic analysis, troubleshooting and resolution of PC software and hardware problems including multiple-level software conflicts; researches latest patches/fixes for PC software and hardware used by the City and gives recommendations as to the relevance of such patches/fixes to the City's PC systems; formulates implementation plan for such patches/fixes deemed necessary.

Installs and configures networking system software, PC operating system software and application software on PC-based machines; sets up electronic information exchange devices and writes PC tips and procedures for computer set-up and maintenance.

Performs vendor tracking, interaction and management.

Provides recommendations to assist with procurement of hardware, software, equipment, materials and services from available vendors; assists user-departments with needs assessments for personal computers.

Provides web-page design and maintenance for PC support areas.

Uses, carries and answers their cell phone for business purposes as determined by the assigned job duties and the department head.

Performs other duties as assigned.

**MINIMUM QUALIFICATIONS:**

Vocational/Technical Degree with training emphasis in Information Systems Technology and one year previous experience involving PC hardware and software user support.

**LICENSING AND CERTIFICATIONS:**

Valid Tennessee Driver's License;  
CompTIA A+ Certification;  
MCDST Certification.

**SUPPLEMENTAL INFORMATION:**

**KNOWLEDGE AND SKILLS:**

Knowledge of personal computer systems; applicable hardware and software applications; applicable telecommunication devices; wireless network principles and customer support principles.

Skill in providing customer service; configuration, installation, testing and troubleshooting of PCs; troubleshooting applicable hardware, software, wireless telecommunication devices and wireless networks; communication and interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

**PHYSICAL DEMANDS:**

Positions in this class typically require stooping, kneeling, crouching, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, talking, hearing, seeing and repetitive motions.

**WORK ENVIRONMENT:**

Medium Work: Exerting up to 50 pounds of force occasionally and/or up to 20 pounds of force frequently and/or up to 10 pounds of force constantly to move objects.

Incumbents may be subjected to electrical currents.

**SPECIAL REQUIREMENTS:**

Safety Sensitive: N  
Department of Transportation - CDL: N  
Child Sensitive: N

The City of Chattanooga, Tennessee is an Equal Opportunity Employer. In

compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.