

IT Support Specialist - Advanced

SUMMARY

The Information Technology (IT) Support Specialist – Advanced is an integral member of the Infrastructure, Application Support, and Security (IAS) Section of the IT Division and is responsible for providing quality support of enterprise systems throughout the day. Working closely with IT Managers, other team members, and vendors, s/he helps to deliver IT services to internal and external customers within the Department. The position is responsible for providing efficient operation of a highly effective customer service framework.

The IT Support Specialist – Advanced is accountable for the day-to-day operations, within one or more of the following groups: Help Desk, Security Administration, or Asset Management. This position requires the direct and indirect supervision, coaching, and guidance of a team of help desk specialists, security access administrators, and asset managers.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

- Manage and coordinate day-to-day support activities of the Department's IT Service Desk team.
- Record and track all IT Service Disruptions/Unplanned Outages of Department's applications and services. This process includes follow-up with customers and root-cause analysis and tracking.
- Document all Help Desk calls, within a service management software solution, and route or resolve the incident/problem in a timely and efficient manner.
- Create and maintain procedures and documentation related to troubleshooting issues and outages.
- Ensure status reports are completed and continually modified to meet the needs of the Department.
- Maintain communications with customers during the problem resolution process.
- Maintain software and hardware licensing and agreements to ensure agency compliance.
- Manage an IT procurement/purchase lifecycle, which includes gathering quotes, ensuring license quantity/terms and routing for approval.
- Assist customers in the selection of software and hardware that meets their business needs and the Department's standards.
- Manage identity and access management tasks within a solution, for grant/removal/request of requesting users.
- Work closely with the Quality Assurance, Compliance and Auditor groups to provide requested security access detail.
- Manage the primary onboarding and off-boarding tasks for users, to ensure efficient timeliness per Department goals and policies.
- Work closely with IT teams to ensure appropriate customer support, hardware/software procurement, and/or security access is provided to support the daily initiatives and project goals.
- Assists co-workers with various tasks and duties as needed.

SKILLS:

- Coordination skills as they relate to team-based work activities
- Ability to quickly and easily adapt to changing priorities
- Ability to handle multiple tasks and meet deadlines.

- Ability to maintain professional composure in all situations.
- Ability to actively listen to customers regarding technical issues.
- Excellent customer service skills.
- Excellent interpersonal skills with proven ability to communicate technical resolutions of problems to non-technical people.
- Excellent verbal and written communication skills.
- Flexible, collaborative, and team-oriented approach to getting things done.
- Ability to work in a team-oriented environment.
- Ability to react well under pressure, accept responsibility for own actions and follow through on commitments.
- Ability to deal with frequent change, delays or unexpected events.
- Skill in establishing and maintaining effective working relationships
- Record Management Skills
- Inventory Management Skills
- Analytical skills related to IT provisioning and procurement
- Problem solving skills
- Asset Management Skills
- Skill in the preparation of reports related to IT provisioning and procurement
- Skill in the maintenance of purchase orders
- Time management skills