



JOB DESCRIPTION

Department	Information Technology
Location	Roger Prange, 8600 Green Bay Road, Pleasant Prairie WI 53158
Job Title	Technology Support Specialist (Level I)
Classification	Salary/Exempt
Pay Range	\$55,200.00 - \$69,000.00 Annually (1F01)

Job Summary

The role of Technology Support Specialist (Level I) is a technical and professional position within the Information Technology (IT) Department and reports directly to the IT Manager. Primary responsibilities include, but are not limited to, tasks such as providing technical support, installing, diagnosing, repairing, maintaining, and upgrading technology-related equipment and software to ensure optimal performance for various Village departments. This position typically follows a Monday to Friday schedule from 7:30 a.m. to 4:30 p.m. but may occasionally require weekend and evening availability on a rotational basis.

Job Duties

- Offers technical assistance and guidance, remotely or in-person, to end-users, customers, and Village departments, including Fire, Police, Public Works, RecPlex, and Administration, who are experiencing technical issues with hardware, software, or other IT-related problems.
- Responds quickly, thoroughly documents, and closes all assigned Customer Service Requests through the designated tracking system while providing high quality customer service through courteous, prompt, and accurate communication.
- Assists with the installation, configuration, and updates of software applications, ensuring they function correctly.
- Assists with hardware-related problems, including setup, maintenance, and troubleshooting of computers, printers, and other devices.
- Research, diagnose, and resolve basic technical issues by identifying the root causes and recommend and/or implements solutions.
- Performs basic installation, maintenance, and engineering of AV equipment, including but not limited to cameras, integrated production/broadcast system, editing systems, lighting, and sound systems, etc.
- Monitors equipment condition and maintenance; identifies and troubleshoots AV equipment problems and malfunctions; repairs or secures vendor assistance and maintains appropriate records.
- Operates AV equipment in a live production environment during conventions, shows, public meetings, and internal and external special events, i.e., lecterns, handheld and lavalier microphones, LCD projectors, loudspeakers, wireless microphones, stands, audio mixer, amplifiers, digital recorders, telephone hybrid interfaces, related cabling, etc.
- Pulls, installs, terminates, labels, and troubleshoots a variety of low voltage cables such as Category Ethernet, coaxial, loudspeaker and multi-conductor cables in accordance with industry standards.
- Works closely with other IT personnel to resolve complex issues. Identifies issues that require specialized knowledge or expertise and escalates them as needed.
- Adheres to all Village and Department rules, regulations, policies, standard operating procedures, and guidelines.
- Performs other duties and special assignments as directed within the scope of the Information Technology Department.

Physical Requirements

- Frequent public interaction requires the ability to communicate information and ideas so others will understand. Must be able to exchange accurate information in these situations.
- Requires frequent operation of a computer, phone, copier, hand & power tools, and other office equipment.
- Work is primarily performed in an indoor office environment, but exposure to adverse outdoor conditions may occasionally occur.
- Requires frequent standing, walking, sitting, and movement about the Village boundary, locations, and office spaces.
- Requires occasional pushing, pulling, stooping, crouching, kneeling, climbing, lifting, and carrying a range of weight up to 50 pounds.

Requirements - educational, certifications and experience

- Associates Degree in Computer Science or related field., Bachelor's Degree preferred.
- 2+ years of related technical support experience providing exceptional technical support to end users with municipal and public safety IT experience highly desired.
- Certified Technology Specialist (AVIXA) and / or Genetec Security Center/Synergis and / or Axis certification desired.
- Familiarity with Windows environment, including Microsoft Office, file and print sharing and security concepts.
- Working knowledge and extensive hands-on troubleshooting of hardware, including desktop, laptop, mobile devices, monitors, printers, and wireless access points.
- Working knowledge of current IP protocols, Active Directory operating systems, VPN, security, and wireless connectivity.
- Solid understanding of network and folder navigation, joining to domain, domain versus local log on, attach to network printers, PXE boot, etc.
- Familiar with local area network (LAN) connectivity; PING and DHCP.
- Strong analytical, problem-solving abilities and a keen attention to detail.
- Strong oral communication and interpersonal skills for working with a diverse population including other employees, public officials, and the public. Ability to explain technical issues to non-technical users while also able to present technological ideas and concepts in user-friendly manner.
- A combination of education, training or experience that provides the required knowledge, skills and abilities will also be considered.

I have read and understand the job duties and physical requirements of this position.

Signature

Date

Village of Pleasant Prairie is an Equal Opportunity Employer.