



**Position Title:** Technical Systems Specialist

**Created:** January 2017

**Grade:** (H)

**FLSA Status:** Non-Exempt

**Reports To:** Information Systems Manager

**POSITION SUMMARY:**

This position functions as a resource for technical installation, configuration, tracking, troubleshooting, maintenance, repairs and support of agency technical systems. This includes operation of the computer network, Internet and Intranet connectivity, E-mail system, security systems, phone systems, and other general help desk duties.

**Essential Functions:**

- Act as primary point of contact regarding all help desk issues
- Provide 1<sup>st</sup> tier support to identify, investigate and resolve technical problem.
- Troubleshoot and support Microsoft Windows 10 Pro, MS Office 2013, Adobe applications and several custom/company specific applications
- Support the addition, deletion and modification of accounts & security privileges in an Active Directory/LDAP environment
- Network & application monitoring and support
- Provide diagnosis in basic error situations to determine point of failure. Work closely with associates to provide solutions
- Assist with end users moves, adds, changes with Toshiba PBX system
- Support applications, printers, storage and networking infrastructure
- Escalation of issues to IT Manager as appropriate
- Assist in the maintenance of network and account specific documentation, policies, and procedures.

**Knowledge, Skills, Abilities**

- Knowledge of Windows clients and servers as used in a corporate or small business setting.
- Basic understanding of Active Directory, group policy, DHCP, DNS, PowerShell and Hyper-V
- Experience in troubleshooting and maintaining mixed fiber/copper wired network environment

- Experience troubleshooting network hardware, printers, PCs, laptops and a variety of mobile devices
- Demonstrated ability to handle multiple projects and assignments
- Demonstrated ability to manage work schedules, project and task priorities.
- Strong problem-solving skills and attention to detail
- Desire to interact with end users or clients on the phone or in person in a courteous, professional manner
- Microsoft, A+/Net+ certifications a plus but not required
- HP desktop, laptop, networking, printer, and server hardware experience a plus but not required
- Experience with Exchange 2010 and SQL 2012 a plus but not required

### **Minimum Requirements**

- 2+ years' experience troubleshooting PC desktops and laptops, software, hardware, Microsoft office suites, email, printers and peripherals in help desk environment with direct contact with customer and end-users
- Flexible schedule as this job may require extended support hours, occasional night, weekend and some on-call work
- Must be able to lift up to 50 pounds
- Must have access to reliable transportation

### **WORK ENVIRONMENT/PHYSICAL DEMANDS:**

Immediate work area is shared with other I.S. personnel. Work environment is fast-paced and requires the ability to work under pressure. Job requires the hand-eye coordination necessary to effectively use a computer terminal, keyboard, typewriter, and 10-key machine, and hearing and physical coordination to use a phone. The work is detail-oriented and requires a high level of accuracy.

**The Pike Place Market PDA is an equal opportunity employer and encourages applications from persons of diverse backgrounds and perspectives.**