

**CITY OF BARDSTOWN
POSITION DESCRIPTION**

Class Title: IT Support Specialist I

Department: Electric and Cable TV

Supervisor: IT Supervisor ~~Systems Engineer and/or IT Support Specialist II~~

Supervises: None

Class Characteristics: Under general supervision, provides technical support to City of Bardstown Cable Internet customers; performs related duties as required.

Essential:

1. Administers server systems and head-end network under general supervision.
2. Provides customer-friendly and proficient technical support to high speed data customers using phone, email, chat, instant messaging, and other means of communication.
3. Documents and escalates issues, and works with other departments, ISPs, or business partners in order to resolve them as quickly and efficiently as possible.
4. Supports all high speed data by diagnosing and troubleshooting network and router related issues, as well as standard technical issues.
5. Provides support to installers and field technicians when appropriate and as needed.
6. Monitor the hybrid fiber coax network using various network diagnostic tools for system outages.
7. Opens and tracks trouble tickets as needed.
8. Perform other duties as assigned.

DESIRABLE QUALIFICATIONS

Training and Experience: Graduation from high school or equivalent (GED) supplemented by one year related work experience.

Special Knowledge, Skills and Abilities:

Knowledge:

1. Working knowledge of all Windows Operating Systems; knowledge of Apple/Mac Operating Systems a plus.
2. Knowledge of the suite of Internet protocols, including TCP/IP, DNS, DHCP as well as networks and LANs.
3. Familiarity with high-speed data and cable modem technologies desired.
4. Knowledge of, or ability to learn, the city's Cable TV and Internet systems.

Skills:

1. Excellent listening skills.
2. Excellent written and verbal communication skills using phone, email, and other forms of communication.

3. Excellent analytical and problem solving skills are essential.

Abilities:

1. Proficiency with Internet browsers and MS Office.
2. Ability to establish and maintain effective working relationship with cable tv/internet customers, city officials and employees, and the general public.

ADDITIONAL INFORMATION

Instructions: Instructions are initially very specific, but become more general with work experience.

Processes: Must occasionally consider different courses of action, or deviate from standard operating procedures, to get the job done.

Review of Work: Completed work is spot-checked.

Analytical Requirements: Problems require analysis based on precedent.

Tools, Equipment and Vehicles Used: Normal office equipment, including computer, telephone, copier, etc.

Physical Requirements of the Job: Work is generally performed in an office at a desk or table; must be able to lift light objects of less than 25 pounds as a job requirement.

Contacts: Frequent public and internal contacts requiring tact and diplomacy are requirements of the job.

Confidential Information: Regular use of confidential information.

Mental Effort: Moderate.

Interruptions: Frequent.

Special Licensing Requirements: None.

Availability: Must be able to occasionally work overtime.

Certification Requirements: None.

Additional Requirements: None.

Overtime Provision: Non-exempt.