

Job Title	Senior Computer Support Specialist
Job Code	
Exempt Status	
Position Status	
EEO Classification	

Job Summary

Performs computer support functions. Provides consultation support in the use of software applications.

Essential Duties and Responsibilities

- Provides consultative services and support using desktop software applications.
- Researches routine problems and recommends solutions or makes referrals for customers.. Troubleshoots a variety computing and connectivity issues. Assists staff in evaluating issues and problems.
- Provides established guidance, recommendations, and solutions in the use or selection of a variety of hardware and software products.
- Demonstrates software applications. May provides training on the use of widely used applications and various specialized software applications.
- Assists with software installation and maintenance. Assists in developing documentation for internal use.
- Assists users with new technology deployments.

This document represents the major duties, responsibilities, and authorities of this job, and is not intended to be a complete list of all tasks and functions. Other duties may be assigned.

Additional Responsibilities

Minimum Requirements

Education – High School Diploma or GED.

Experience – Three years of related experience in IT.

Knowledge of – Knowledge of word processing and spreadsheet applications. Knowledge of advanced IT, intermediate troubleshooting, client relations, formulating and contributing ideas, and knowledge of the Information Technology Interface Library (ITIL).

Ability to – Ability to multitask and work cooperatively with others.

Licensing / Professional Certification – None.

Physical Requirements – None.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Supervision of Others

Works under general supervision and generally supervise employees.

Other Requirements