



# Job Description

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*This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees are required to follow other job-related instructions and to perform any other job-related duties as requested by their supervisor. Reasonable accommodation may be made to enable individuals with disabilities to perform the job functions described herein.*

## **Job Title:                    Systems Support Specialist**

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**Department:**            Information Technology

**Pay Grade:**               111

**FLSA Status:**           Exempt

### **JOB SUMMARY**

Under general supervision, performs technical work supporting the development and maintenance of the District's Information Systems. Work involves: installing, maintaining and troubleshooting hardware and software problems in computers, peripherals, printers and phones; configuring and maintaining user accounts and profiles; assisting in the administration of the data and voice network and the data backup schedule. Also provides end user guidance and training.

### **ESSENTIAL JOB FUNCTIONS**

- Provide first responder support to end-users for software, hardware and mobile device requests.
- Diagnoses and resolves hardware and software problems. Works with users to understand the issue, identifies and applies fixes locally or coordinates resolution with internal or external resources to ensure user satisfaction
- Installs and maintains hardware and software on phones, computers and peripherals as well as network attached printers, and scanners.
- Understands and maintains network infrastructure, supporting voice, data and mobile devices.
- Provide patch management for servers and workstations using WSUS and Group Policy.
- Administers user workstations, phones and devices, manages user accounts, permissions and configuration profiles.
- Administers data integrity on district servers, monitoring/configuring backups and restoring files as needed.
- Participates in new system evaluations: soliciting, evaluating and documenting user requirements.
- Participates in project teams, refining plans, evaluating alternatives for accomplishing goals, executing tasks and reporting interim status.
- Assists in the development, administration and execution of security, disaster preparedness, acceptable usage policy.
- Researches solutions independently, using technical documentation, vendor resources, reliable online groups and local knowledge as appropriate to the problem.
- Abides by District policy and procedure manuals, codes, laws, regulations.
- Operates a District vehicle, a variety of equipment and machinery, a variety of tools,

and a variety of software.

- Interacts and communicates with various groups and individuals, vendors, customers and members of the general public.
- Performs general administrative/office duties as needed.
- Performs other related duties as assigned.

## **MINIMUM QUALIFICATIONS**

### **Education and Experience:**

- Three (3) years of responsible experience with related job functions.
- Bachelor's Degree in Computer Science or related field preferred.
- Network+, Server+ or relevant certifications preferred.

### **Licenses or Certifications:**

- Valid South Carolina's driver's license.

### **Special Qualifications:**

- Uses a variety of equipment and machinery such as telephone, copier, scanner, fax/voice mail system, routers, servers, computer workstations, printers, wireless network devices, etc.; a variety of tools such as programming languages, network administration utilities, systems monitoring utilities and programs, system level security and protection software, etc.; a variety of supplies such as note pads, writing instruments, pressurized air cans, rubbing alcohol, cotton balls, q-tips, toner cartridges, ink cartridges, general office supplies, etc.; and a variety of computer software such as Microsoft Office Suite, Windows operating systems, District line of business systems and other IT tools.

### **Knowledge, Skills and Abilities:**

- In depth knowledge in the areas of computer/network technology and maintenance, information systems management, communications technology, etc.
- Knowledge of the standard tools, materials and practices of the industry.
- Knowledge of modern office practices and technology.
- Skill in troubleshooting and resolving hardware and software problems.
- Skill in the care and use of required tools and equipment.
- Skill in organizational, technical, and end-user communication.
- Ability to install new equipment and systems.
- Ability to take the initiative to complete the duties of the position without the need of direct supervision.
- Ability to plan, organize, and prioritize daily assignments and work activities.
- Ability to learn and utilize new skills and information to improve job performance and efficiency.
- Ability to prepare training materials and provide effective user training and assistance
- Ability to read and interpret technical materials pertaining to the responsibilities of the job.
- Ability to assemble and analyze information and make written reports and records in a concise, clear, and effective manner.

- Ability to maintain effective relationships at the workplace.
- Ability to react calmly and quickly in emergency situations.

**PHYSICAL DEMANDS**

This requires exerting up to 50 pounds of force occasionally; and/or up to 30 pounds of force frequently.

**WORK Environment**

**Monday - Thursday 6:30am to 5pm (4-day work week) with 40 hours minimum. Some after hours work is required on occasion and must be within close proximity (45 minutes) of North Charleston offices.**

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*The North Charleston Sewer District has the right to revise this job description at any time and it does not represent in any way a contract of employment. My signature below indicates that I have received and reviewed the above description. I am able to perform the essential functions of my position with or without reasonable accommodation.*

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Employee Signature

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Date

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Supervisor (or HR) Signature

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Date