

# Housing Authority of City of Milwaukee

## CLASS SPECIFICATION TITLE: Applications System Support Specialist

BAND	GRADE	SUBGRADE	FLSA STATUS	Department	Reports To
B	2	3	Non-Exempt	Information Technology	I.T. Manager

**CLASS SUMMARY:**

This position is responsible for providing technology support for an assigned area. Responsibilities may include providing computer and technical assistance to end users; installing and removing software applications; and troubleshooting technical issues.

**TYPICAL CLASS ESSENTIAL DUTIES:** (These duties are a representative sample; position assignments may vary.)

1.	Provides technical assistance to end users, including: communicating with end users remotely or in person to resolve technical issues; teaching users the basics of software programs; and responding to help desk tickets.
2.	Installs and removes various computer software applications.
3.	Troubleshoots technical issues related to computers and related systems.
4.	Assists with tracking asset inventory to ensure proper maintenance.
5.	Creates user and email accounts and adding accounts to distribution lists.
6.	Performs network mapping and other tasks to provide user access to printers, shared drives, and other resources.
7.	Performs other duties of a similar nature or level.

**TRAINING AND EXPERIENCE** (positions in this class typically require):

High School Diploma or equivalent (G.E.D.); 3-5 years of related experience; or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

**LICENSING REQUIREMENTS** (positions in this class typically require):

Licensing Requirements:

- CompTIA A+ Certified Technician
- CompTIA Network+ Certified Technician

**KNOWLEDGE** (position requirements at entry):

Knowledge of:

- Applicable hardware, software, and equipment;
- Technology troubleshooting techniques;
- Customer service principles;
- Training principles;
- Methods of tracking inventory;
- Network mapping practices.

**Independent Judgment/Decision Making/Problem Solving:**

Performs tasks and duties under general supervision, using established procedures and some innovation. Chooses from limited alternatives to resolve problems. Occasional independent judgment is required to complete work assignments. Often makes recommendations to work procedures, policies, and practices. Refers unusual problems to supervisor.

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### **SKILLS** (position requirements at entry):

Skill in:

- Providing technical assistance;
- Training end users;
- Installing software applications;
- Troubleshooting technology issues;
- Creating user accounts;
- Establishing user access for applicable resources;
- Utilizing communication and interpersonal skills as applied to interaction with coworkers, supervisor, and others sufficient to exchange or convey information and to receive work direction.

### **PHYSICAL REQUIREMENTS:**

Positions in this class typically require: reaching, standing, walking, fingering, grasping, feeling, talking, hearing, seeing, and repetitive motions.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Walking and standing are required only occasionally.

### **NOTE:**

The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

### **SIGNATURES:**

\_\_\_\_\_  
EMPLOYEE

\_\_\_\_\_  
SUPERVISOR