

# RUTHERFORD COUNTY, TENNESSEE

## CLASSIFICATION SPECIFICATION

<b>CLASSIFICATION TITLE:</b>	<b>TECHNICAL SUPPORT RECRUIT</b>
<b>FLSA STATUS:</b>	<b>NON-EXEMPT</b>
<b>SAFETY SENSITIVE:</b>	<b>SUBJECT TO RANDOM DRUG AND BREATH ALCOHOL TESTING</b>

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### PURPOSE OF CLASSIFICATION

The purpose of this classification is to assist with technical work involving installation, maintenance, troubleshooting computer hardware, peripherals, and related components while pursuing a degree or certification in Information Systems, Computer Operations, Networking Systems, or other related fields. Duties and responsibilities include coordinating computer installation, maintenance and performing other duties as assigned. Reports to Technical Support Manager.

### ESSENTIAL FUNCTIONS

**The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.**

Assists with coordinating computer installation, maintenance, reviews installation orders and other requests for service

Assists with operating various computer systems, networking systems, peripheral equipment, and related tools such as personal computers, printers, monitors, copiers, servers, hard drives, scanners, local area networks, network switches, and hand tools

May enter commands into computer system to start computer operations, correct errors, operate peripheral equipment, and perform related functions

May enter, retrieves, reviews, or modifies data in computer programs or operating systems

Assists with installing and setting up computer systems, peripherals, and software

Assists with setting up equipment on networking system and installs, removes, or replaces network hardware

Assists with monitoring network resources and usage

Assists with monitoring working conditions of equipment and performs computer maintenance tasks such as clearing paper jams, or replacing printer ribbons and toner cartridges

Assists with cleaning and preventive maintenance of equipment as needed

Assists with the monitoring, detection, and manual removal of viruses and pop ups

Assists with providing information concerning operational and/or mechanical problems as appropriate

Maintains logs/documentation of work activities, computer operations, system modifications, maintenance activities, installations, and other activities

Assists with documenting status of repairs

Prepares or completes various forms, reports, correspondence, lists, system records, inventory records, or other documents

Assists with site visits to various county departments/locations to provide computer support

Communicates with supervisor, employees, other departments, system users, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems

Has a working knowledge of a variety of computer operating systems, and software programs, which may include, Windows 10, Mac OS, word processing, spreadsheet, Internet, or other programs

Has an awareness of new technologies, programs, equipment, trends, and advances in the profession, reviews technical manuals, and documentation

Operates a county vehicle

Assists with delivering, handling, and installing heavy office equipment with hand trucks and/or pallet jacks.

Must work hours as scheduled

Complete work at assigned workstation or job site as determined by supervisor

## **ADDITIONAL FUNCTIONS**

Operates a motor vehicle to conduct site visits or other work activities

Performs other related duties as required

## **MINIMUM QUALIFICATIONS**

Pursuing, or has recently achieved, a Vocational/Technical degree or certification with training emphasis in Information Systems, Computer Operations, Networking Systems, or a related field. Must possess and maintain a valid Tennessee driver's license.

## **PERFORMANCE APTITUDES**

**Data Utilization:** Requires the ability to evaluate, audit, deduce, and/or assess data using established criteria. Includes exercising discretion in determining actual or probable consequences and in referencing such evaluation to identify and select alternatives

**Human Interaction:** Requires the ability to provide guidance, assistance, and/or interpretation to others regarding the application of procedures and standards to specific situations

**Equipment, Machinery, Tools, and Materials Utilization:** Requires the ability to operate and control the actions of equipment, machinery, tools and/or materials requiring complex and rapid adjustments

**Verbal Aptitude:** Requires the ability to utilize a wide variety of reference, descriptive, advisory and/or design data and information

**Mathematical Aptitude:** Requires the ability to perform addition, subtraction, multiplication, and division; ability to calculate decimals and percentages; may include ability to perform mathematical operations involving basic algebraic principles and formulas, and basic geometric principles and calculations

**Functional Reasoning:** Requires the ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems

**Situational Reasoning:** Requires the ability to exercise judgment, decisiveness, and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable

**ADA COMPLIANCE/ PHYSICAL DEMANDS ANALYSIS**

**Physical Ability:** Tasks require the regular and sustained performance of moderately physically demanding work, typically involving some combination of climbing and balancing, stooping, kneeling, crouching, and crawling, and that generally involves lifting, carrying, pushing, and/or pulling of moderately heavy objects and materials (20-50pounds)

**Sensory Requirements:** Some tasks require the ability to perceive and discriminate visual cues or signals. Some tasks require the ability to communicate orally

**Environmental Factors:** Performance of essential functions may require exposure to adverse environmental conditions, such as dust, machinery, bright/dim light, or electric currents

**PHYSICAL DEMANDS ANALYSIS**

**1. STANDING AND WALKING**

**Tasks:** Working on PC, moving equipment to shop, or installing sites

**Surface:** Carpet, Asphalt, Concrete, Tile, Wood floor

**Estimated Total Hours:**   2   **Maximum Continuous Time:**   1  

**2. SITTING**

**Tasks:** Researching solutions to PC and IT issues. Updating work orders and maintaining inventory Database.

**Estimated Total Hours:**  5.5  **Maximum Continuous Time:**  3.5 

**3. LIFTING/CARRYING**

**Objects:** Laptops, desktops, towers, desktop scanners, desktop printers, servers, UPS, tools, and other technology related products

Weight	Hourly	Daily	Weekly	Monthly	Never
<10 lbs	X				
11-25 lbs		X			
26-50 lbs		X			
51-75 lbs			X		
76-100 lbs				X	
>100 lbs					X

**4. PUSHING/PULLING**

**Objects:** PCs, printers, desks, miscellaneous furniture, and equipment

**Height of hands above floor during push:** 4 feet

**5. CLIMBING**

**Tasks:** Connecting cables/troubleshooting wall mounted devices

**Device:** Ladders and/or stepstools  
**Height:** 6 feet or greater  
**Frequency:** 10 times a week

**6. BENDING/SQUATTING/KNEELING**

**Tasks:** Installing PCs  
**Frequency:** 20 times a week or more

**7. REACHING**

**Tasks:** Retrieving or placing equipment in storage and/or installing equipment.  
**Hands Used:** RIGHT LEFT **BOTH X**

Distance	Direction	Frequency	Duration	Avg. Weight
0-20"	Up/Out	25%	20-30 minutes	20 lbs
21-36"	Up/Out	25%	20-30 minutes	20 lbs

**8. WORK CONDITIONS**

Exposure to	Yes	No
Hot Temperatures	X	
Cold Temperatures	X	
Sudden Changes in Temperature	X	
Noise	X	
Fumes	X	
Cramped Quarters	X	
Cold Surfaces	X	
Hot Surfaces	X	
Sharp Edges	X	
Vibration	X	
Fluorescent Lighting	X	
Computer Monitor Screen Glare	X	

Inside Building	90 % of time
Outside	10 % of time

**9. OTHER JOB DEMANDS**

Does Job Require	Yes	No
Crawling	X	
Jumping		X
Lying on Back	X	
Lying on Stomach	X	
Twisting	X	
Sweeping/Mopping	X	
General Cleaning	X	
Handling Trash	X	

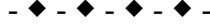
**10. LIST TOOLS, EQUIPMENT AND MATERIALS USED:**

Screwdriver, wire crimper, scissors, wire cutter/striper, box cutter/knife, cables, wire testers, network testing equipment, laptop, desktop, printer, scanner, fax, phone, stapler, and other related technology tools, office equipment, and office supplies

**11. HAND USE**

Type of Use	Yes	No	Frequency
Keystrokes	X		Daily
Grasp	X		Daily

<b>Fine Motor i.e.: writing, twisting hands or wrist, etc</b>	X		Daily
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Rutherford County, Tennessee, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. Signatures below indicate the receipt and review of this classification description by the employee assigned to the position and the immediate supervisor.

\_\_\_\_\_  
Employee Full Legal Name (printed)

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date