

JOB TITLE: Desktop Support Specialist Sr.
EMPLOYEE:

DOT #: 8085940
CLAIM #



KING COUNTY ON SITE JOB ANALYSIS

JOB TITLE Desktop Support Specialist Sr.

JOB CLASSIFICATION Desktop Support Specialist Sr.

DOT TITLE Desktop Support Specialist Sr.

DOT NUMBER 8085940

DEPARTMENT Public Health Seattle King County

DIVISION Administrative Services

OF POSITIONS IN THE DEPARTMENT WITH THIS JOB TITLE 12

JOB STATUS

Full Time, Career Service.

ADDRESS OF WORKSITE

401 5th Ave.
Ste. 1200
Seattle, WA. 98104

CONTACT'S NAME Dale Hartman

CONTACT'S PHONE 206-263-8577

EMPLOYER JOB TITLE Business Enterprise Operations Manager

DATE COMPLETED 3/20/07

VRC NAME Jeff Casem

DATE REVISED 5/15/09

WORK HOURS

The core hours worked in this position are from 7:30am to 4:30pm.

OVERTIME

Rare and sometimes required. Employee performs 5 hours of overtime per month on average.

Fair Labor Standards Act Non-Exempt (hourly).

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JOB DESCRIPTION

Incumbents in this class provide ongoing, hands-on LAN/IT systems support for a dedicated work area.

This classification provides desktop support for multiple operating systems, performs limited LAN administration duties that include permissions to work on the network and servers, and/or serves as either an ongoing lead or technical lead in a call center or similar setting, and guides/leads a group of same or subordinate level staff in that setting.

This classification is also distinguished from LAN Administrator in that a Desktop Support Specialist at any level may participate in LAN administration duties, however, the majority of time is spent on supporting end users and directly related activities.

ESSENTIAL ABILITIES FOR ALL KING COUNTY JOB CLASSIFICATIONS

1. Ability to demonstrate predictable, reliable, and timely attendance.
2. Ability to follow written and verbal directions and to complete assigned tasks on schedule.
3. Ability to read, write & communicate in English and understand basic math.
4. Ability to learn from directions, observations, and mistakes, and apply procedures using good judgement.
5. Ability to work independently or part of a team; ability to interact appropriately with others.
6. Ability to work with supervision, receiving instructions/feedback, coaching/counseling and/or action/discipline.

JOB SPECIFIC REQUIREMENTS

Minimum of 3 years direct, hands-on PC support experience and a minimum of 6 months networking with Novell NetWare and/or Microsoft XP. Must have successful completion of CompTIA A+ certification and CompTIA Network+ certification. Experience in providing PC Support to large organizations (1000+ users), PC deployment using automated deployment methods (i.e. Novell, ZenWorks, Microsoft AMA), PC imaging, and use of scripting/programming languages. Must have demonstrated ability to manage multiple priorities/projects with varying deadlines, working with others as a team member and with self-managed work groups as well as delivering positive customer service demeanor with a diverse customer base. Must be able to lift 50 pounds.

ESSENTIAL FUNCTIONS Listed in order of importance

1. Installs, configures, maintains and documents hardware and software systems.
2. Resolves hardware and software problems on a variety of desktop systems.
3. Uses diagnostic equipment and tools to troubleshoot and maintain desktop computer systems and peripherals.
4. Assists in the purchasing of desktop computers, peripherals, hardware and/or software.

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5. Determines customer-required information, information processing methodology and reporting format.
6. Maintains hardware and software assets, as well as license tracking information.
7. Assists with specific quality assurance issues, such as documentation, testing, change management, and implementation.
8. Researches, evaluates and recommends new software and hardware technology and products.
9. Advises and recommends information systems policies and use of technology.
10. Provides customer services, project management, and technical skills.
11. Monitors and maintains assigned automated information systems and desktop computer systems. Monitors system performance and client acceptance.
12. Monitors trouble tickets and logs them into the help desk system.

NON-ESSENTIAL FUNCTIONS

Answers phones and responses to email communications.

TOOLS, MACHINES, EQUIPMENT, PRODUCTS, AND SERVICES USED

Computer, scanner, printer, speakers, mouse, keyboard, fax, copy machine, cellular telephone, telephone, cart, monitors, laptop computer, hand tools, compact discs, compact disc wallets, and various pieces of computer hardware.

PHYSICAL DEMANDS AS JOB IS TYPICALLY PERFORMED

Continuously = occurs 66-100% of the time

Frequently = occurs 33-66% of the time

Occasionally = occurs 1-33% of the time

Rare = may occur less than 1% of the time

Never = does not ever occur (such demands are not listed)

This job is classified as

Sedentary per DOT however Heavy in this particular position.

Standing

Occasionally on flat carpeted surfaces for up to 15 minutes at a time for up to 1.5 hours total in a work shift. Most commonly occurs while talking to customers, troubleshooting and waiting for service elevators.

Walking

Continuously on flat carpeted surfaces for distances of up to 600 feet for up to 2.5 hours at a time for up to 7 hours total in a work shift. Most commonly occurs while walking to and from computer workstations as well as delivering computers and monitors.

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Sitting

Continuously on an office chair for up to 2.5 hours at a time for up to 7 hours total in a work shift. Most commonly occurs while fixing software problems and waiting for customer requests as well as retrieving and entering data.

Climbing

Rare on a desk to heights of 2.5 feet for up to 3 seconds at a time and up to 6 seconds total in a work shift. Most commonly occurs while climbing on a desk in order to look at the back of a computer or monitor.

Bending/Stooping

Frequently on flat carpeted surfaces for up to 4 minutes at a time for up to 5 hours total in a work shift. Most commonly occurs while stooping over a computer or monitor when making adjustments or repairs.

Kneeling

Occasionally on flat carpeted surfaces for up to 5 minutes at a time for up to 2 hours total in a work shift. Most commonly occurs while kneeling under a desk to retrieve or repair a CPU.

Crouching

Occasionally on flat carpeted surfaces for up to 5 minutes at a time for up to 1 hours total in a work shift. Most commonly occurs while kneeling under a desk to retrieve or repair a CPU.

Crawling

Frequently on flat carpeted surfaces for distances of up to 5 feet for 2 minutes at a time for up to 4 hours total in a work shift. Most commonly occurs while crawling under a desk to disconnect, connect, repair or retrieve a CPU.

Operating Controls with Feet

Frequently for up to 1.5 hours at a time for up to 3 hours total in a work shift while driving a County vehicle to various King County work sites and facilities. Not all employees drive to various work sites and facilities.

Reaching above shoulder height

Occasionally for up to 5 seconds at a time for up to 45 minutes total in a work shift while positioning a computer, reaching for objects on upper shelves, and reaching for tools on a desk when on the floor.

Reaching at waist to shoulder height

Continuously for up to 1 hour at a time for up to 6.5 hours total in a work shift while keyboarding, using the computer mouse, connecting and disconnecting cables, and repairing computers.

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Reaching at knee to waist height

Occasionally for up to 5 seconds at a time for up to 30 minutes total in a work shift while reaching for a computer under a desk as well as when placing and removing disks and CD's from the computer.

Reaching at floor to knee height

Occasionally for up to 5 minutes at a time for up to 2 hours total in a work shift while connecting and disconnection cables as well as removing or replacing CPU's

Lifting 1-10 pounds

Frequently for up to 10 minutes at a time for up to 3.5 hours total in a work shift. Most commonly occurs with weights of 3-7 pounds while holding a CD wallet, laptop computer, computer component, hand tools, and cellular phone.

Carrying 1-10- pounds

Continuously for distances of up to 600 feet for up to 2.5 hours at a time for up to 7 hours total in a work shift. Most commonly occurs with weights of 1-5 pounds while carrying a cellular telephone at all times as well as when carrying a small tool kit and CD wallet.

Lifting 11-20 pounds

Rare for up to 3.5 minutes at a time for up to 5 minutes total in a work shift. Most commonly occurs with weights of 13-15 pounds while carrying a flat panel monitor as well as 2 CD wallets or one CD wallet and a tool kit. Occasionally the Information Processing Engineer II (ISP II) may need to lift 4 boxes of computer speakers that weigh 20 pounds.

Carrying 11-20 pounds

Occasionally for distances of up to 600 feet for up to 5 minutes at a time and up to 2 hours total in a work shift. Most commonly occurs with weights of 13-15 pounds while transporting a bag with written materials, tool bag, CD wallet and computer cables. The ISP II may also need to carry 4 boxes of computer speakers that weigh 20 pounds for up to 600 feet.

Lifting 21-50 pounds

Occasionally for 5 seconds at a time for up to 12 minutes total in a work shift. Most commonly occurs with weights of 32-45 pounds while loading CPU's and monitors onto or off of a cart or desk.

Carrying 21-50 pounds

Rare for distances of up to 8 feet for 8 seconds at a time and up to 5 minutes total in a work shift. Most commonly occurs with weights of 32-45 pounds while transporting CPU's and monitors to or from a cart or desk.

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Lifting 51-100 pounds

Rare for up to 5 seconds at a time for up to 10 seconds total in a work shift. Most commonly occurs with weights of 60-65 pounds while lifting a 21-inch monitor on or off a desk or cart. The ISP II is not required to lift over 50 pounds and assistance is available.

Carrying 51-100 pounds

Rare for up to 5 seconds at a time for up to 10 seconds total in a work shift. Most commonly occurs with weights of 60-65 pounds while lifting a 21-inch monitor on or off a desk or cart. The ISP II is not required to lift over 50 pounds and assistance is available.

Pushing and Pulling

Occasionally for distances of up to 100 feet for up to 2 minutes at a time with a force of 35# and up to 2 hours total in a work shift while transporting computers, monitors and computer components on a cart.

Handling

Occasionally for up to 1 hour at a time for up to 2.5 hours total in a work shift while using a computer mouse, holding a CD wallet or tool kit, and using hand tools.

Operating Controls with Hands

Frequently for up to 1.5 hours at a time for up to 4 hours total in a work shift while driving, using the cellular telephone with a 2-way radio, and using the computer mouse.

Fingering

Occasionally for up to 1 hour at a time for up to 4 hours total in a work shift while keyboarding, using the computer mouse, configuring components, connecting and disconnecting cables, and using hand tools.

Feeling

Occasionally for up to 5 minutes at a time for up to 1 hour total in a work shift while feeling a computer to see if it is over heating as well as feeling for vibration of the cooling fan.

Talking

Continuously for up to 2.5 hours at a time for up to 7 hours total in a work shift while conversing with co-workers and customers as well when trouble shooting.

Hearing

Continuously for up to 2.5 hours at a time for up to 7 hours total in a work shift while conversing with co-workers and customers as well when trouble shooting.

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Tasting/Smelling

Occasionally for up to 2 minutes at a time for up to 1 hour total in a work shift while smelling for equipment failure or potential fire hazards.

Near acuity—clarity of vision at 20 inches or less

Continuously for up to 2.5 hours at a time for up to 7 hours total in a work shift while reading manuals, looking at the monitor, and looking at computer components.

Far acuity—clarity of vision at 20 feet or more

Frequently for up to 1.5 hours at a time for up to 3 hours total in a work shift while driving a County vehicle to various King County work sites and facilities. Not all employees drive to various work sites and facilities.

Depth perception—three dimensional vision

Frequently for up to 1.5 hours at a time for up to 3 hours total in a work shift while driving a County vehicle to various King County work sites and facilities. Not all employees drive to various work sites and facilities.

Color vision—ability to identify and distinguish colors

Occasionally for up to 2 minutes at a time for up to 10 minutes total in a work shift while adjusting monitors and identifying monitor defects and failures.

Field of vision—observing an area that can be seen up and down or right or left while eyes are fixed on a given point

Frequently for up to 1.5 hours at a time for up to 3 hours total in a work shift while driving a County vehicle to various King County work sites and facilities. Not all employees drive to various work sites and facilities.

TEMPERAMENTS

Performing repetitive or short-cycle work: Continuously

Influencing people in their opinions, attitudes, and judgements: Frequently

Performing a variety of duties: Continuously

Expressing personal feelings: Rare

Working effectively under stress: Continuously

Working under specific instructions: Occasionally

Working with others: Continuously

Making judgements and decisions: Continuously

ENVIRONMENTAL FACTORS

Work is performed in an office setting and the work may include lifting and carrying of computer hardware. The noise level is quiet.

Workers are exposed to

Outside weather: Occasionally

Odors: Rare

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Dusts: Occasionally
Gases: Rare
Poor ventilation: Occasionally
Vibration: Occasionally
Radiation: Rare
Toxic or caustic chemicals: Rare

POTENTIAL MODIFICATIONS TO JOB

Use of a luggage cart or hand truck to reduce carrying of objects.

Signature & title of evaluator

Date

Signature & title of contact

Date

Signature & title of employee

Date

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HEALTH CARE PROVIDER SECTION

Check all that apply

☐ The employee is released to perform the described duties without restrictions on performance or work hours.

☐ The employee is released to perform the described duties on a reduced schedule. The recommended schedule is:

☐ Temporary until _____ ☐ Permanent as of _____

☐ The employee is released to perform the described job with the following modifications:

☐ Temporary until _____ ☐ Permanent as of _____

☐ The employee is not released to perform the described duties due to the following job functions:

☐ Temporary until _____ ☐ Permanent effective _____

☐ The employee is unable to work in any capacity.
A release to work is: ☐ anticipated by _____ ☐ Not expected

The limitations are due to the following objective medical findings:

Printed or typed name and phone number of Health Care Provider

Signature of Health Care Provider

Date