



## **TECHNICAL SUPPORT ADMINISTRATOR** **(Office of Inspector General)**

**MINIMUM QUALIFICATIONS:** Fifteen semester hours in Computer Sciences or Information Technology/Systems OR one year of experience in performing technical support functions, or an equivalent combination of education, training, and experience.

### **DUTIES:**

#### **Technical**

- Able to provide Tier 1 level desktop technical support in a Windows based environment
- Able to demonstrate a basic level of understanding with Windows based network infrastructure
- Able to demonstrate a basic level of understanding with software applications and Windows OS integration
- Able to demonstrate a basic level of understanding with Windows based hardware configurations for desktops, laptops and printers
- Able to install and configure Windows OS software and related tools
- Able to maintain software and hardware inventory

#### **Customer Service Skills**

- First priority is to receive all staff inquiries and provide staff accepted resolutions in the most efficient and effective manner possible
- Communicates effectively with management and staff within OIG as well as externally to other departments
- Operates effectively as a team player
- Escalates calls to Tier 2 when unable to provide resolutions
- Escalate/Refer calls to 3<sup>rd</sup> party vendors in accordance to established policy
- Maintains accurate logs of inquiries and resolutions via tracking system.
- Maintain software and hardware upgrades as well as industry wide changes
- Assists in the implementation of support of new staff, processes, hardware and software
- Prepares training materials and instructs users in the operation of new or upgraded software applications

**ANNUAL SALARY:** Range: \$44,604 – \$72,744 (annual increases first three years)  
Starting: \$44,604; Post successful six-month review \$46,776