



## DALLAS COUNTY JOB DESCRIPTION

<b>Job Title:</b>	Technical Support Analyst/Trainer	<b>Job Code:</b>	7000500	<b>Job Grade:</b>	GM
<b>Reports To:</b>	Software Support Manager	<b>Pos. No:</b>	New	<b>FLSA Code:</b>	E
<b>Department:</b>	Information Technology Services	<b>Loc. Code:</b>	2010001	<b>SIC Code:</b>	9311
				<b>WC Code:</b>	8810
<b>Division:</b>		<b>CS Code:</b>	C	<b>EEO Code:</b>	C01

**Summary of Functions:** Reviews, analyzes, and evaluates information technology systems operations. Provides technical assistance, support and advice to users; troubleshoots, interprets, tests, and resolves user problems. Participates in, and conducts technical training programs. Determines application training needs, develops programs, and facilitates sessions. Administers written and practical exams and writes performance reports to evaluate trainee performance.

**Management Scope:** N/A

<b>Duties and Responsibilities:</b>	<b>% of Time</b>	<b>Essential Non-essential</b>
1. Provides technical support for system users to include problem qualification, fault isolation, problem determination and resolution of system and applications issues and answers; and evaluates and prioritizes client technical inquiries and problems.	40	E
2. Develops and conducts technical training programs; identifies program objectives, designs materials, outlines, and lab exercises, and evaluates trainee performance.	30	E
3. Coordinates with production support teams to identify and correct production issues; interfaces with both technical and non-technical users to collect information on problems or inquiries, and leads users through diagnostic procedures to resolve issues.	10	E
4. Maintains activity tracking systems, and refers unresolved system and application issues to technical staff.	10	E
5. Participates in researching and testing of new software or updated features.	05	E
6. Performs other duties as assigned.	05	N

**Minimum Qualifications:**

Education, Experience and Training:

Education and experience equivalent to a Bachelor's degree from an accredited college or university in Computer Science, Information Technology, Business Administration or in a job related field of study. Three (3) years of work related experience in broad-based systems and/or technical support experience which may include curriculum design and facilitation.

Special Requirements/Knowledge, Skills & Abilities:

Experience as a current or past user of criminal justice information systems preferred. Ability to design and facilitate technical training programs. Technical knowledge of Windows, networks (UNIX/Windows, NT etc.), and/or fundamental concepts of databases (preferably SQL server), MSCE, MSCE DBA, certification or other network administrator and/or database training preferred. Must pass a background investigation. Required to be on call at all times.

Physical/Environmental Requirements:

Standard office environment. Ability to lift and carry up to 25 lbs. unassisted.

Hay Points/Point Factor:

KH: EI2 200 pts, PS: D3 (29%) 57 pts, AC: D1C 66 pts, TTL: 323 pts, KH/PS/AC: 62-18-20, Profile: +1

Supervisor Signature \_\_\_\_\_

Date \_\_\_\_\_

Reviewed by Human Resources/Civil Service on

Date 05/06

Approved by Civil Service Commission on

Date 05/15/06

This job description shows typical requirements of a position within this classification. This description is not intended to be all-inclusive. Individual positions may vary slightly in functions, job dimensions and requirements. Any percentage of time included on each function is only an estimate and may change depending on the specific departmental tasks. Candidates whose disabilities make them unable to meet these requirements will still be considered fully qualified if they can perform the Essential Functions of the job with reasonable accommodation.