



DALLAS COUNTY JOB DESCRIPTION – Generic

Job Title:	Technical Support Analyst/Trainer	Job Code:	7000500	Job Grade:	IT5
Reports To:	Various	Pos No:	Various	FLSA Code:	E
Department:	Various	Loc. Code:	2010001	SIC Code:	9311
				WC Code:	8810
Division:	Various	CS Code:	C	EEO Code:	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

Duties and Responsibilities:	% of Time	Essential Non-essential
1. Provides first-line 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.	25	E
2. Develops and conducts technical training programs; identifies program objectives, designs materials, outlines, and lab exercises, and evaluates trainee performance.	25	E
3. Defines system configurations to include code table configurations, new user accounts and security roles, workflow and approval processes. Coordinates with production support teams to identify and correct production issues; interfaces with both technical and non-technical users.	20	E
4. Maintains activity-tracking systems, and refers unresolved system and application issues to technical staff.	10	E
5. Performs requirements gathering activities necessary for the development of new system features and or functions. Participates in research and testing of new software or updated features.	10	E
6. Maintains an awareness of new legislation and or regulations which may impact the operation of the information systems servicing the	05	N
7. 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

Information Technology, Business, or other job related field of study. Two (2) 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. Must possess a valid Texas Drivers License and good driving record. Will be required to provide a copy of 10-year driving history. Must maintain a good driving record and remain in compliance with Article II, Subdivision II of Chapter 90 of the Dallas County Code.

“Individuals holding or considered for a position which has, or may have, access to criminal justice databases including the FBI Criminal Justice Information Systems, NCIC/TCIC and similar databases, must pass a national fingerprint-based records check prior to placement in such position and may be denied placement in such positions and/or access to such systems. Incumbents must also maintain the ability to pass the records check while in the position or until such time that the Commissioners Court and the County Civil Service Commission deem this position no longer has this requirement.”

Physical/Environmental Requirements:

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

Hay Points/Point Factor:

KH: EI3 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 8/19/13;10/21/13

Reviewed by Human Resources/Civil Service on

Date 8/19/13;10/21/13;
12/2014 ; 10/19/2015

Approved by Civil Service Commission on

Date 8/19/13;10/21/13;
12/15/2014 ;
10/19/2015

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.