

**CITY OF CHATTANOOGA**  
**Classification Specification Title: IT Specialist**

**Department: Technology Services**

**Pay Grade: GS.08**

**Supervision Received From: Assistant Director IT Operations**   **FLSA Status: Non-Exempt**

**Supervisory Responsibility For: None**

**Established: 6/29/07**

**Revision Dates: 4/2/25;**

**10/20/23; 1/11/23**

**CLASSIFICATION SUMMARY:**

Incumbents in this classification are responsible for providing advanced level on-site and remote technical support for personal computer users. Provides 24/7 support for all hardware, software, wireless telecommunication devices, and wireless networks; serves as third-level support. Work is performed with limited supervision.

**SERIES LEVEL:** Information Technology (IT) Specialist is the second level of a four-level information technology support series.

**ESSENTIAL FUNCTIONS:**

*(The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.)*

Provides on-site user support of PC's for problems with hardware and software beyond the front-line support provided at the technician level; assists and trains users with PC software applications.

Performs diagnostic analysis, troubleshooting and resolution of PC software and hardware problems including multiple-level software conflicts; researches latest patches/fixes for PC software and hardware used by the City and gives recommendations as to the relevance of such patches/fixes to the City's PC systems; formulates implementation plan for such patches/fixes deemed necessary.

Installs and configures networking system software, PC operating system software and application software on PC-based machines; sets up electronic information exchange devices and writes PC tips and procedures for computer set-up and maintenance.

Performs vendor tracking, interaction and management. Provides recommendations to assist with procurement of hardware, software, equipment, materials and services from available vendors; assists user-departments with needs assessments for personal computers.

Provides web-page design and maintenance for PC support areas.

Uses, carries and answers cell phone calls for business purposes as determined by the assigned job duties and the department head.

Must meet regular attendance requirements.

Must be able to maintain good interpersonal relationships with staff, co-workers, managers and citizens.

Must accomplish the essential functions of the job, with or without reasonable accommodations, in a timely manner.

Performs other duties as assigned.

DEPARTMENT SPECIFIC DUTIES (if any):

MINIMUM QUALIFICATIONS:

Vocation/technical degree with emphasis in Information Systems Technology and three (3) years of relevant experience in work involving PC hardware and software user support; or any combination of equivalent experience and education.

LICENSING AND CERTIFICATIONS:

CompTIA A+ Certification

Valid Driver's License

SUPPLEMENTAL INFORMATION:

Knowledge of personal computer systems; applicable hardware and software applications; applicable telecommunication devices; wireless network principles and customer support principles.

Skill in providing customer service; configuration, installation, testing and troubleshooting of PCs; troubleshooting applicable hardware, software, wireless telecommunication devices, and wireless networks; communication and interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

PHYSICAL DEMANDS: Positions in this class typically require stooping, kneeling, crouching, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, talking, hearing, seeing and repetitive motions.

WORK ENVIRONMENT: Medium Work: Exerting up-to 50 pounds of force occasionally and/or up-to 20 pounds of force frequently and/or up-to 10 pounds of force constantly to move objects. Incumbents may be subjected to electrical currents.

SPECIAL REQUIREMENTS:

Safety Sensitive: N

Department of Transportation - CDL: N

Child Sensitive: N

The City of Chattanooga, Tennessee is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.