<div align="center">**PUBLIC UTILITY COMMISSION OF TEXAS**
JOB DESCRIPTION</div>

Classified Title:	IT Support Specialist III - IV	**Working Title:**	Technology Support Specialist
Class Code:	0230, 0231	**Salary Group:**	B18, B20
FLSA Status:	Exempt, Computer	**EEO Category:**	Technical
Division:	Agency Operations	**Supervisor:**	IT Operations Manager

GENERAL DESCRIPTION:
Perform highly complex to advanced computer systems support work in the Information Technology department. Work involves providing customer support for PUC information technology systems and operating office equipment in a stand-alone and networked environment. Work under limited to minimal supervision, with considerable latitude for the use of initiative and independent judgment.

ESSENTIAL FUNCTIONS:
- Perform technical support for agency employees and other end users to ensure that problems and requests have been appropriately documented and resolved in a timely manner; provide assistance in researching and resolving escalated problems, which includes complex and critical technical problems.
- Schedule telecommunication requests with the Department of Information Resources.
- Coordinate setting up of equipment for employee use and performing or ensuring proper installation of cables, operating systems, or appropriate software.
- Coordinate the updates of computers and office software and applications.
- Analyze performance of technical support activities and documents resolutions, identify problem areas and provide solutions to enhance quality of service and prevent future problems.
- Develop procedures and training materials.
- Prepare evaluations on system efficiency and utilization.
- Review helpdesk workorders, problem tickets, remedial actions taken, and installation activities.
- Review and provide recommendations regarding the procurement of information technology equipment.
- Demonstrate a spirit of teamwork, offering positive and constructive ideas, encouragement, support to other members of the staff and team, and respond professionally to constructive feedback from others, while upholding the PUC's mission and core values. Adhere to all agency personnel policies and division procedures and perform other work as assigned.

REQUIRED MINIMUM QUALIFICATIONS:
- IT Support Specialist III – Associates degree with major coursework in information technology, computer networking **and** one (1) year full-time experience in IT helpdesk and desk support.
- IT Support Specialist IV – Associates degree with major coursework in information technology, computer networking **and** a minimum of three (3) years' experience in IT helpdesk and desktop support.
- Additional relevant experience may be substituted for education on a year-for-year basis.

PREFERRED QUALIFICATIONS
- Bachelor's degree with major coursework in information technology, computer networking or a related field.

KNOWLEDGE, SKILLS AND ABILITIES:
Must possess required knowledge, skills, abilities, and experience and be able to explain and demonstrate, with or without accommodations, that the essential functions of the job can be performed.

- Knowledge of the practices, principles, and techniques of computer operations; of information systems; of computer software and hardware; of information security policies and procedures; of local and wide area networks; and of the management of information systems.
- Skill in the use and support of computers, in the use of applicable programs and systems, and in troubleshooting information systems.
- Skills in using and administering Quest KACE appliances, Microsoft SCCM, or similar application.
- Skills in using and administering Microsoft Office 365 suite specifically Intune or other end point management.
- Skills in using Service Now ticketing system for communicating with Department of Information Resources.

- Ability to operate information technology systems, to troubleshoot and repair equipment, to communicate effectively, and to supervise the work of others.
- Ability to perform assigned tasks within scheduled time.
- Ability to work effectively in a team environment.
- Ability to communicate effectively both orally and in writing.
- Ability to attend work regularly and adhere to approved work schedule.

TELECOMMUTING ELIGIBILITY:
- This position is eligible for telecommuting up to two (2) days a week but may require team members to come into the office for scheduled meetings, and there may be unscheduled requests with appropriate notice for any PUC business need.
- If approved to telecommute, must have a secure workspace with reliable Internet service to perform duties, ability to maintain a reliable consistent work schedule and be available for weekly meetings and group collaboration via Microsoft Teams and other applications during regular business hours.

PHYSICAL AND COGNITIVE REQUIREMENTS AND WORKING CONDITIONS:
The physical and cognitive demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations will be made if needed to enable individuals with disabilities to perform the essential functions.

This position primarily performs sedentary office work. It requires extensive use of computer, copiers, printers, telephone and requires communication with staff and the public. This position also requires cognitive abilities consistent with the essential functions and with the knowledge, skills and abilities; requiring the ability to learn, recall, and apply practices and policies. It requires the stamina to maintain attention to detail despite interruptions.

Work is performed in a standard office environment or secure telework space and requires:
- Regular and punctual attendance.
- Frequent use of personal computer, copiers, printers and telephones.
- Frequent sitting.
- Frequent work under deadlines, as a team member, and in direct contact with others.
- Occasional moving and lifting objects up to 50 pounds.