



2026

CLASS TITLE: INFORMATION TECHNOLOGY SUPPORT SPECIALIST

GENERAL DESCRIPTION OF CLASSIFICATION

The purpose of this classification is to provide technical support and assistance for City technology systems, hardware, software, telecommunications, and end-user computing devices. This position performs technical, administrative, and customer service functions in support of City departments including Administration, Finance, Municipal Court, Police, Fire, Building & Planning, Public Works, and Parks & Recreation. Work involves installing, maintaining, troubleshooting, and supporting information technology systems to ensure reliable, secure, and efficient operations throughout the City.

ESSENTIAL TASKS

The tasks listed below represent much of the time spent working in this class. Management may assign additional tasks related to the type of work of the class as necessary.

- Provides technical support for desktop computers, laptops, printers, mobile devices, telephones, and related peripherals.
- Responds to help desk requests and resolves hardware, software, network, and user account issues in a timely and professional manner.
- Installs, configures, upgrades, and maintains computer hardware, operating systems, software applications, and peripheral equipment.
- Creates, modifies, and manages user accounts, passwords, permissions, and security groups within Active Directory and Microsoft 365.
- Supports Microsoft 365 applications and services including Outlook, Teams, OneDrive, SharePoint, and Office applications.
- Assists with mobile device management, deployment, troubleshooting, and maintenance of City-issued smartphones and tablets.
- Performs routine maintenance and troubleshooting of network infrastructure, wireless connectivity, and internet services.
- Assists with cybersecurity initiatives including endpoint protection, multifactor authentication, security awareness, and vulnerability remediation.
- Maintains inventory records for computer equipment, software licenses, and technology assets.

- Coordinates with vendors and service providers regarding technology purchases, repairs, installations, and support services.
- Creates and maintains technical documentation, procedures, system inventories, and knowledge base articles.
- Participates in technology projects including workstation deployments, infrastructure upgrades, software implementations, and system migrations.
- Performs workstation setups, equipment relocations, and technology installations at various City facilities.
- Assists with backup verification, disaster recovery procedures, and business continuity initiatives.
- Receives and responds to inquiries, concerns, complaints, and requests for technical assistance regarding areas of responsibility.
- Attends training, conferences, meetings, and professional development opportunities to maintain technical knowledge and skills.
- Performs general administrative/clerical work as required, including preparing reports and correspondence, entering and retrieving computer data, filing documents, maintaining records, and answering telephones.
- Provides exceptional customer service and maintains professional relationships with City employees, elected officials, vendors, and external agencies.
- Performs other related duties as assigned.

MINIMUM QUALIFICATIONS:

Associate degree in Information Technology, Computer Science, Information Systems, or a closely related field required; supplemented by two (2) years of experience in technical support, network support, systems administration, or closely related field; or an equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

SPECIAL LICENSES AND CERTIFICATIONS:

Must possess and maintain a valid South Carolina Driver's License.

CompTIA A+, Network+, Security+, Microsoft, or equivalent industry certifications preferred.

May be required to successfully complete CJIS security awareness training and related background requirements.

INVOLVEMENT WITH DATA, PEOPLE, AND THINGS:

DATA INVOLVEMENT: Requires analysis and interpretation of technical data, system information, and operational procedures to identify issues, recommend solutions, and maintain information technology services.

PEOPLE INVOLVEMENT: Requires frequent interaction with employees, vendors, contractors, public safety personnel, elected officials, and members of the public; requires providing technical assistance, training, and customer support.

INVOLVEMENT WITH THINGS: Requires handling and operating computers, servers, mobile devices, network equipment, printers, telephones, audiovisual equipment, and related technology systems.

COGNITIVE REQUIREMENTS:

REASONING REQUIREMENTS: Requires applying logical thinking and troubleshooting techniques to diagnose problems, identify causes, evaluate alternatives, and implement solutions involving information technology systems and services.

MATHEMATICAL REQUIREMENTS: Requires basic mathematical skills including addition, subtraction, multiplication, division, percentages, and the ability to interpret technical specifications and reports.

LANGUAGE REQUIREMENTS: Requires reading technical manuals, procedures, contracts, and professional publications; communicating effectively both verbally and in writing; preparing reports, documentation, and correspondence.

MENTAL REQUIREMENTS: Requires performing technical work involving multiple priorities and deadlines; requires attention to detail, problem-solving skills, adaptability, and the ability to work independently while maintaining effective working relationships.

AMERICANS WITH DISABILITIES ACT REQUIREMENTS:

PHYSICAL AND DEXTERITY REQUIREMENTS: Requires sedentary work that involves sitting for extended periods, occasional standing, walking, bending, lifting, and carrying technology equipment weighing up to 50 pounds.

ENVIRONMENTAL HAZARDS: The job risks exposure to electrical equipment, cables, and occasional work in equipment rooms, construction areas, and outdoor environments while supporting City facilities.

SENSORY REQUIREMENTS: The job requires normal visual acuity, hearing, speaking, and manual dexterity necessary to operate computers and technology equipment.

JUDGMENTS AND DECISIONS: Requires independent decision-making regarding technical troubleshooting, prioritization of support requests, implementation of solutions, and recommendations for technology improvements while adhering to City policies and procedures.

The City of Easley is an Equal Opportunity Employer. The Americans with Disabilities Act requires the City to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.