

## **TECHNICAL SPECIALIST**

**Salary Range: \$33 - \$42/hour**

Technical Specialists are assigned to roles in which the majority of work focuses on using specific technical or technology skills to carry out assigned sub-tasks of workflows. The incumbent is a technical expert in the methods of applying tools and delivering defined content, assigned by others.

This is a paraprofessional level position that performs a variety of technical duties internally or for partner agencies in the functional area assigned. The Technical Specialist performs responsible, confidential, and complex technical duties. The incumbent must be knowledgeable in the assigned functional area; take initiative to resolve technical problems as well as applying general direction; work closely and effectively with others in teaming situations and provide effective and efficient customer service. Positions may be assigned to an RGS Service Line or internal function.

A Technical Specialist is distinguished from the Administrative Specialist in that assignments of the Technical Specialist require significant and specific technical knowledge of a functional area.

### **Technical Specialists are expected to:**

- Be proficient in, or become proficient in, the use of specific techniques, software and other tools employed in the assigned area of specialization.
- Independently perform standard technical assignments in area of specialization.
- Assist staff and respond to requests for technical information and support in area of specialization.
- Collect, summarize, and analyze information and statistics related to programs and services as assigned.
- Participate in the development and implementation of procedures, guidelines, and standards.
- Perform research in the resolution of technical concerns and/or problems.
- Assist in preparation of proposals for various programs and projects.
- Draft and edit documents and reports.
- Be comfortable working in a remote/virtual environment utilizing a variety of information technology resources and platforms.
- Have a mutually agreeable flexible work schedule which meets the work demands.
- Uphold the highest ethical standards and build positive professional relationships.

### Specific duties vary by assignment. Examples of may include but are not limited to:

- Performs accounting, statistical, and financial recordkeeping and reporting duties.
- Receives, analyzes, and approves payments, routine to complex requisitions/purchase orders, and vendor invoices.
- Creates records and codes and inputs data into agency tracking systems and databases.
- Prepares and processes requisitions and purchase orders; validates invoices against contract terms.
- Prepares correspondence, reports, and other communication materials.
- Maintains exam plans in NeoGov and updates hiring information.
- Utilizes HRIS systems to input, manage, and provide reports on employee data.
- Prepares recruitment plans, including preparing job bulletins and examination materials.
- Maintains employee personnel files, including medical files.

## Depending on area of assignment:

### Knowledge of:

- Operations of the agency's human resources, accounting, payroll, project management, workflow and other systems.
- Standard procedures and practices for processing and recording contracts, accounts payable/receivable and related financial transactions.
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- Public agency human resources policies, procedures, and relevant provisions as they apply to timekeeping, payroll recordkeeping and human resource support responsibilities.

### Skilled in:

- Using both specialized software applications relevant to work performed and collaboration software programs (RingCentral, Zoom, Teams, etc).
- Preparing business-related documents, records, reports, and correspondence.
- Interpreting the principles, laws, and procedures involved in area of specialization.
- Assessing a variety of data and/or information and making recommendations based on findings.
- Exercising good judgment, flexibility, creativity, and sensitivity in response to changing situations.

### Competencies:

- **Attention to Detail:** Develops systems/processes to organize and keep track of information, ensuring accuracy and thoroughness.
- **Collaboration:** Actively participates in team/project meetings and contributes to decision making.
- **Critical Thinking:** Identifies and sorts facts to focus on most relevant and needed information.
- **Customer Service:** Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.
- **Interpersonal Skills:** Shows understanding, courtesy, tact, empathy, and concern, develops and maintains relationships, relates well to people from varied backgrounds and situations, and is sensitive to individual differences.
- **Oral Communication:** Provides information to individuals or groups effectively, considering the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues, and responds appropriately.
- **Teamwork:** Cooperates with other members to achieve the workgroup's goals.

### Qualifications:

Any combination of training, education, and experience that would provide the required knowledge, skills, and competencies is qualifying. During the selection process, RGS may conduct an assessment exam to evaluate areas of qualifications.

### Physical Demands:

Ability to use standard office equipment, including a computer; vision to read printed materials and a computer screen; hearing and speech to communicate in person and over the telephone.