

<p>City of St. Charles Position Description</p> 	Position Title	PC and Network Specialist		
	Department	Information Systems	Division	
			Section	
	Full/Part Time	Full Time	Union	Non-Union
	Reports to	Network Manager	Positions Supervised	None
	FLSA Status	Non-Exempt	Salary Grade	J



Position Description Overview

This position, under the general supervision of the Network Manager, is responsible for maintaining the proper functioning of the City's technology resources, including LAN hardware and software, microcomputers and peripherals, telephony hardware and software, and audio/visual equipment, including direct user support, installation and upgrades, routine purchases, research, and keeping an accurate inventory.

- Essential Job Functions**
- Standard*
1. Take personal responsibility to provide exceptional customer service in order to promote and maintain a positive City image, constructive working environment, and foster pride and professionalism in the workplace and community.
 2. Adhere to all departmental and City safety policies.
 3. Consistent attendance and punctuality is required.
- Position-Specific*
1. Provide support for microcomputer software and hardware questions and problems. Work with Network Manager to enlist outside support or services as needed.
 2. Provide first line support by monitoring and processing requests for service from the Help Desk line and from other sources. Properly categorize, prioritize, track time and communicate status with customers.
 3. Maintain inventory of PC related equipment and software and ensure compliance with software licensing requirements.
 4. Provide day-to-day administration of wide and local area networks, including maintenance of security, monitoring of system logs and automated processes, such as scheduled backups.
 5. Research, evaluate, purchase, and install new microcomputer hardware and software to fulfill user requirements and in accordance with standards established by the Information Systems department.
 6. Maintain support documentation including problem logs, troubleshooting quick references, installation procedures, etc.
 7. Conduct small group and one-on-one training as necessary to provide users with the ability to utilize

- application effectively.
8. Provide secondary system level support for the City's critical systems, including the City's Enterprise Resource Planning System.

Additional Job Functions

Standard

1. Contribute to a positive group environment by:
 - Complying with all safety policies, practices, and procedures, and reporting all unsafe activities to supervisor and/or Human Resources.
 - Participating in proactive team efforts to achieve departmental and City-wide goals;
 - Assisting other co-workers on special projects as required; and
 - Providing leadership to others through example and by sharing knowledge and skills.
2. Perform other duties as required or assigned.

Position-Specific

1. Assist with the development, documentation, and testing of citywide disaster recovery procedures and systems.
2. Maintain knowledge of trends in the computer industry. Advise management of new equipment and software availability.
3. Train and supervise interns when applicable.
4. Troubleshoot, test, and repair inside wiring (Cat-5 and fiber) when communications technicians are unavailable to do so.

Basic Requirements
 For successful performance in this position, the incumbent will need to demonstrate the following:

Knowledge	<i>Standard</i>
	<i>Position-Specific</i>

1. Proficient knowledge in personal computer skills, electronic mail, record keeping, database activity, and word processing.

1. Strong knowledge of the principles of computer systems, procedures, analysis, design and simple programming.
2. Strong knowledge of the use, characteristics, capabilities, and limitations of microcomputers, operating systems, and computer related equipment.
3. Strong knowledge of installation, functions, and use of common packaged software including spreadsheets, word processing, database, and desktop publishing, and others.
4. Strong knowledge of installation and maintenance of PCs, printers, adapter cards, modems, and other PC related equipment.

	<ol style="list-style-type: none"> 5. Knowledge of installation and maintenance of microcomputer network systems such as Microsoft Windows Server. 6. General knowledge of the communication between PC's/networks and the iSeries.
Skills	<p><i>Standard</i></p> <ol style="list-style-type: none"> 1. Effective interpersonal communication skills for interaction with elected and appointed officials, employees, agencies, other governmental units, and the public. 2. Excellent file maintenance and organizational skills.
	<p><i>Position-Specific</i></p> <p>N/A</p>
Abilities	<p><i>Standard</i></p> <ol style="list-style-type: none"> 1. Demonstrated ability to handle confidential material and information in an ethical, professional manner. 2. Demonstrated ability to handle multiple tasks simultaneously and in a timely manner. 3. Demonstrated ability to perform basic mathematical calculations, including the ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals, and to compute percentages. 4. Ability to function under general supervision and operate within policy guidelines using independent judgment in achieving assigned objectives. 5. Ability to develop work methods and procedures with initiative and good judgment and to use resourcefulness and tact in meeting new challenges. 6. Ability and willingness to receive, handle, and complete confidential submissions, records, reports, and data with utmost honesty, integrity, and confidentiality. 7. Ability to speak and communicate clearly in an office environment. 8. Ability to speak effectively before groups of customers or employees. 9. Ability to compose routine correspondence and routine reports in a clear, concise, logical, and effective manner, utilizing proper grammar, spelling, punctuation, sentence structure, and tone. 10. Ability to collect, logically organize, and analyze information, and make appropriate decisions or recommendations within scope of position responsibilities. 11. Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. 12. Ability to accurately proofread and edit documents for correct grammar, spelling, sentence structure, punctuation, tone, and content. 13. Possession of a valid driver's license.

	<p><i>Position-Specific</i></p> <ol style="list-style-type: none"> 1. Ability to analyze and apply technical knowledge to practical use in designing hardware/software specifications for a variety of applications and to develop solutions and make recommendations. 2. Ability to adapt to changing priorities and to work under pressure when circumstances dictate. 3. Ability and willingness to respond to emergencies twenty-four (24) hours a day, seven (7) days a week, and carry a pager.
<p>Education & Experience</p>	<ol style="list-style-type: none"> 1. Associates degree of Science or program of study in Business, Computer Science, a related field or equivalent experience. 2. Minimum of five (5) years Information Systems experience in end user support. Emphasis in microcomputer and network systems and managing varied projects. 3. Possession of a Cisco CCNA and Microsoft MCSA certification or equivalent training and experience. 4. National Incident Management System (NIMS) training as required. 5. Any equivalent combination of experience and education that provides the required knowledge, skills, and abilities.
<p>Physical/ Environmental Demands</p>	<p><i>Standard</i></p> <ol style="list-style-type: none"> 1. Physical ability to sit, stand, walk, climb, balance, stoop, kneel or crouch. 2. Physical ability to reach items with arms and hands and manual dexterity and fine motor skills sufficient to perform all essential and additional job functions and basic requirements listed above. 3. Physical ability to hear ordinary conversation, such as questions from employees, as well as other sounds, such as the telephone ringing, etc. 4. Ability to see close, at a distance, and with peripheral vision as well as to adjust vision focus. <p><i>Position-Specific</i></p> <p>Moderate physical activity including:</p> <ol style="list-style-type: none"> 1. Ability to perform physical requirements of the job including moderate lifting and carrying up to 40 lbs.

Revised 8/4/2016

Position Description Acknowledgement

Position Title

PC and Network Specialist

Revised/Updated

8/4/16

I understand that nothing in this position description restricts this organization's right to assign or reassign duties and responsibilities to this job at any time. I also understand that this position description reflects the assignment of essential job functions; it does not prescribe nor restrict the tasks that may be assigned. I further understand that this position description may be subject to change at any time due to reasonable accommodation or other reasons.

I have reviewed this document and discussed its contents with my supervisor and I fully understand the nature and purpose of this position description and its related duties.

Employee

Date

Supervisor

Date

Human Resources

Date