

# CITY OF SEDALIA, MISSOURI

Job Description



<b>Job Title:</b>	<b>PC &amp; NETWORK SUPPORT SPECIALIST</b>		
Department:	Administration		
Supervisor:	IT Manager		
Date:	April 2013	Position No.	ADM/6
FLSA Status:	Non-Exempt	Random Substance Testing:	Y

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## Job Summary:

The primary function of the PC & Network Support Specialist is to provide support services for desktop computers, applications, and related technologies and other duties under the direction of the IT Manager. They are responsible for problem identification, resolution, escalation and tracking. In addition, they evaluate requests and coordinate the proper course of action with users and supervisors. This position also performs hardware and software testing, configuration and installation.

## Job Scope:

The PC & Network Support Specialist supports implementation and maintenance of departmental and desktop computer systems throughout the City and provides the initial response to city employees requesting IT services and support.

## Essential Duties and Responsibilities:

1. Receives and documents all requests in problem logging system: Receives support requests via telephone, walk-in, email, website, and internal IT requests. Gathers appropriate information from the caller and utilizes problem logging system to document and create a call record of the request.
2. Understands and applies IT priority structure determining the requested priority and providing context for clients' expectations.
3. Initial troubleshooting and resolution: Conduct initial troubleshooting in resolving calls utilizing general hardware, software, and networking knowledge through on-site as well as remote administration.
4. Documents all troubleshooting steps taken and resolution obtained if appropriate. Provides and documents updates to clients requesting the status of open requests. Identifies, documents, and escalates appropriately any trends and patterns indicating overall or system-wide problems based on individual calls received.
5. Troubleshoots and supports network connectivity.

6. Installs hardware and software including motherboards, expansion cards, hard drives, memory cards, operating systems, drivers, patches, applications, and other related hardware and software.
7. Implements and supports city-wide office automation and workstation-based applications such as Microsoft Office, Adobe and other off the shelf programs and specialized software. Maintains document printing and scanning services, and other data transfer technologies.
8. Performs a variety of file and password services: Reset user passwords as needed and restore user files and folders. Monitor automated backup processes and backup media storage.
9. Maintain an open rapport with users throughout the city to determine how best to improve the efficiency and effectiveness of the city's use of information technology on an ongoing basis and relay this information through written and verbal means to the IT manager.
10. Assist in maintaining inventory, scheduling, check-out\in processes for computer equipment available for short-term temporary use by city employees, providing education and oversight in the appropriate use and installed software configuration.
11. Assist in backend systems operation such as backups, server restarts, diagnostics and trouble-shooting as directed by the IT Manager.
12. Complete special projects as directed: Complete special projects which may include copying media for documentation or distribution, paperwork and filing, testing new software, hardware, and system interfaces, creating online surveys – inviting participation and collecting results, assist in the provision of training for new service or application deployment, and other projects as directed.
13. Perform other duties as assigned.

**The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements does not exclude them from the position if the work is similar or related to the position.**

**Minimum Qualifications:**

1. Associates degree in technology or related field of study from an accredited institution.
2. A minimum of two years' experience working as an IT technician in a business or professional environment of the same or similar size. .
3. Any equivalent combination of education, certification and experience. (Current professional IT certifications are preferred).
4. Missouri driver's license
5. Must successfully complete a pre-employment drug screen and agree to be subject to random drug screen throughout employment.

**Necessary Knowledge, Skills, and Abilities:**

1. Proficient use, and support knowledge, in Windows and Microsoft Office software.
2. Ability to troubleshoot PC hardware, software, peripheral, and networking problems.
3. Ability to work with end users of various abilities in troubleshooting issues through phone and electronic communications.
4. Ability to establish and maintain effective working relationships with employees, peers, and administration.
5. Ability to communicate effectively orally and in writing.
6. Ability to work well and remain courteous and professional under fast-paced and stressful conditions.
7. Excellent time-management and task prioritization skills.

**Guidelines:**

1. City Information Technology Use Policy. These guidelines require judgment, selection and interpretation in application.

**Complexity:**

The work consists of varied duties related to the management of the city's information technology systems. Frequent technology changes contribute to the complexity of the work.

**Principal Working Relationships:**

1. Works with the IT manager to gain overall guidance and direction.
2. Interacts with users to provide quality services and satisfy operational needs.
3. Works with employees and citizens to foster open communication and positive attitude.

**Purpose of Contacts:**

Contacts are typically to give or exchange information, provide services, and resolve problems.

**Supervisory and Management Responsibility:**

Work with Department Heads and other contract employees to ensure successful IT problem resolution.

**Tools and Special Equipment:**

Personal computer - including microcomputer hardware and peripheral equipment, productivity software, operating systems, production application systems, copy machine and fax machine.

**Physical Demands:**

**The physical 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 may be made to enable individuals with disabilities to perform the essential functions.**

The physical activity of this position:

- Fingering. Picking, pinching, typing or otherwise working, primarily with fingers rather than with the whole hand as in handling.
- Hearing. Perceiving the nature of sounds at normal speaking levels with or without correction. Ability to receive detailed information through oral communication, and to make the discrimination in sound.
- Repetitive motion. Substantial movements (motions) of the wrist, hands, and/or fingers.
- Speaking. Expressing or exchanging ideas by means of the spoken word. Those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.

The physical requirements of this position:

- Sedentary work. Exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time with walking and standing required only occasionally.

The visual acuity requirements including color, depth perception, and field vision:

- The worker is required to have close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; and/or extensive reading.

**Work Environment:**

The work is typically performed in an office. Work may involve the prolong use of the telephone and personal computer equipment. Evenings and weekends may be required.