

CITY OF GLENDALE

TITLE:	PC Support Specialist I	CLASS CODE:	267
REPORTS TO:	Various	GRADE:	19
DEPARTMENT:	Various	FLSA:	N
JOB SPECIFICATION DATE: July 1,, 2005 bwg			

JOB SUMMARY:

Provides technical support for computer users in a department; installs and maintains hardware, software and peripheral equipment for system users.

ESSENTIAL FUNCTIONS:

1. Coordinates the installation and maintenance of equipment and software with information systems.
2. Assembles, tests, installs and maintains computer hardware, software and peripheral equipment for a departmental local area network.
3. Performs routine maintenance on a local area network.
4. Evaluates new PC hardware systems, computer peripherals and software packages for applications within a specific department.
5. Performs mini and PC computer backup and recovery.
6. Analyzes user computer needs, makes recommendations and implements solutions.
7. Instructs staff in the use of PC hardware, software, and networks.
8. Maintains inventory of installed hardware and software; ensures user compliance with standards.
9. Develops and maintains computer related procedure manuals.

SECONDARY FUNCTIONS:

10. Serves as liaison to computer steering committee, and other committees and task forces.
11. Performs other related duties as assigned.

KNOWLEDGE, SKILLS, ABILITIES:

Knowledge of:

Principles and applications of computer equipment, peripherals and software, and their installation.

Computer systems, including applications and attaching devices.

Ability to:

Conduct product research and analyze user needs and system capability.

Identify hardware and software problems, and develop effective solutions.

Read, interpret and apply the content of technical publications and manuals.

Train users in the use of computer equipment and operating procedures.

Communicate effectively verbally and in writing.

Establish and maintain effective working relationships with City staff.

WORKING CONDITIONS:

Office setting. The risks of exposure to electrical hazards can be substantially controlled by following safe handling practices when installing and upgrading equipment.

MINIMUM QUALIFICATIONS:

Associate's degree in Personal Computer Technology, Computer Science or related field and one year experience providing computer technical support and user training.

Any equivalent combination of training and experience, which provides the required knowledge, skills, and abilities, is qualifying.

SPECIAL REQUIREMENTS:

Valid Arizona driver's license.

Some positions are required to work shifts, weekends and holidays.