

**CITY OF GLENDALE**

<b>TITLE:</b>	<b>PC Support Specialist II</b>	<b>CLASS CODE:</b>	<b>271</b>
<b>REPORTS TO:</b>	<b>Various</b>	<b>GRADE:</b>	<b>21</b>
<b>DEPARTMENT:</b>	<b>Various</b>	<b>FLSA:</b>	<b>N</b>

**JOB SPECIFICATION DATE: July 1, 2005 bwg**

**JOB SUMMARY:**

Provides assistance and technical support for personal computer users in the City; installs workstations and peripheral equipment for system users; monitors citywide networks.

**ESSENTIAL FUNCTIONS:**

1. Assembles, tests, installs and maintains microcomputer hardware, software and peripheral equipment as local, network, and CEO devices.
2. Evaluates current and new microcomputer hardware systems, computer peripherals, and software packages.
3. Provides technical support to City staff with technical problems related to micro and mini computer software and equipment; maintains remote PC/Terminal sites.
4. Analyzes user microcomputer needs, makes recommendations and implements solutions.
5. Conducts classroom and individual training for City staff in the use of PC hardware, software, and networks.
6. Maintains inventory of installed hardware and software; ensures user compliance with standards.
7. Maintains a crime data computer system that provides 24-hour dial up access on geographically based crime data.
8. Develops and maintains personal computer related procedure manuals.

**SECONDARY FUNCTIONS:**

8. Liaison to computer steering committee, and other committees and task forces.
9. Performs other related duties as assigned.

## **KNOWLEDGE, SKILLS, ABILITIES:**

### **Knowledge of:**

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

Minicomputer systems, including applications and attaching devices.

### **Ability to:**

Conduct product research and analyze user needs and system capability.

Identify PC 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 two years experience providing personal 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.

WordPerfect Office certification and system analysis and design experience may be desirable for some positions.

TOC 1 Certification is required for position in the Police Department.