

CITY OF SCOTTS VALLEY CLASS SPECIFICATION

NETWORK SYSTEMS SPECIALIST

JOB PURPOSE

Under general direction, to provide computer support services, including troubleshooting, installation, maintenance and administrative support for all computer hardware, software, network systems, and peripheral devices as needed. Assist users of personal computers in resolving daily operational and/or technical problems, and perform related work as assigned.

EXAMPLES OF DUTIES

Essential Duties:

- Assist staff in identifying and resolving problems with software and peripherals;
- Diagnose, analyze and administer software, hardware and network problems;
- Provide technical instruction, general training, advice and support to end users in use of equipment, procedures and software;
- Identify training needs and provide routine instruction to users of personal computer equipment, or coordinate the procurement of outside training sources;
- Assist in evaluating new computer products and their application to the City's computer environment and in decreasing costs or improving services;
- Maintain a cooperative work relationship with the public, users, vendors, and supervisors;
- Perform other tasks as deemed necessary in the daily operation of City business.

Marginal Duties:

- Perform other duties of a similar nature or level.

EMPLOYMENT STANDARDS

Education, Experience and Licenses: Two years experience in the above areas derived from work maintaining PC's, networks, and software in a commercial or government environment. Completion of high school education supplemented by college level course work and computer related technology and significant training certification in the application of software products, operating systems, network systems, and various computer hardware devices.

Ability to: Organize, prioritize, and coordinate workload activities; establish and maintain effective work relationships with those contacted in the course of the work; communicate effectively in oral and written formats, use initiative and sound independent judgment within established guidelines. Assess departmental information needs as related to micro computers network systems, and determine appropriate hardware/software solutions.

Knowledge of: General concepts of microcomputer technology and related software; personal computer hardware and software; and network systems (NT). Operation of computer equipment, and related peripherals and software applicable to operating environments, commands, data bases and operating systems, structures and job control languages; initialization, operating backup and restore procedures; requirements and procedures for set up, minor maintenance and troubleshooting for computer and related peripherals and software; office management practices and procedures, including filing and the operation of standard office equipment; correct English usage, including spelling, grammar and punctuation; mini computer hardware, software and user configuration.

CITY COUNCIL APPROVAL: April 15, 1998