

CITY OF SALINAS

PC/NETWORK SERVICES COORDINATOR

BARGAINING UNIT/CLASS CODE:

SMEA / H09

DEFINITION

Under direction, provide a variety of technical support in maintaining and managing the Windows computer systems; provide assistance and training to city staff on use of computing equipment.

DISTINGUISHING CHARACTERISTICS

Incumbents independently perform a full range of technical analysis and evaluation of the Windows computer systems for system users.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Network/Systems Administrator. Technical and functional supervision may be provided by higher-level Information Systems staff members. Exercise indirect supervision over contract employees.

ESSENTIAL JOB FUNCTIONS OF THE POSITION Duties may include, but are not limited to the following:

Configure and maintain window servers and clients. Perform network connected equipment troubleshooting to isolate and diagnose common problems. Configure, maintain and install workstation hardware and software. Confer with users regarding operating problems, diagnose malfunctions, identify if problem is software or hardware related and perform corrective repairs or arrange for repair on all workstations, servers and peripherals. Provide technical support of workstation connectivity, application and database server access. Coordinate all receiving, installation, setup and deployment of computer equipment. Review purchase requisitions pertaining to computer purchases to ensure compatibility with City standards. Oversee installation and upgrades of existing computer systems. Train users in use of hardware and software. Perform PC/server administration (including backups on all network servers). Assist in preparing time and cost estimates of proposed projects involving PC computers and/or the network servers. Meet with departments and evaluate needs. Maintain equipment and software license inventory. Write documentation and procedures for users and for internal use. Maintain the confidentiality of department information. Evaluate hardware and software packages and make recommendations concerning their capabilities and appropriateness for City network environment. Participate in development of Citywide data standards. Promote the mission values and organization of an effective public organization, particularly in the area of customer service. Promote and maintain safety in the work place. Perform related duties as assigned.

PHYSICAL AND MENTAL CHARACATERISTICS

Physical, mental and emotional stamina to perform the duties and responsibilities of the position; manual dexterity sufficient to write, use telephone, computer, business machines and related equipment; vision sufficient to read printed materials, visual display terminals, with no color deficiencies; hearing sufficient to hear computer terminal warning sounds and speaker systems, and to conduct in person and telephone conversations; speaking ability in an understandable voice with sufficient volume to be heard in a normal conversational distance, on the telephone and in addressing groups for training purposes; physical agility to push/pull, squat, twist, turn, bend, stoop and reach overhead while moving personal computers, monitors and equipment short distances or onto carts; physical mobility sufficient to move about the work environment, physical strength to lift up to 30 lbs required to lift computer hardware from the floor to a cart or desk; physical stamina sufficient to sit for prolonged periods of time; mental acuity to collect and interpret data, evaluate, reason, define problems, establish facts, draw valid conclusions, make valid judgments and decisions.

**CITY OF SALINAS
PC/NETWORK SERVICES COORDINATOR (continued)**

WORKING CONDITIONS

Business office working environment subject to sitting at a desk for long periods of time, bending, crouching, or kneeling at files, pushing/pulling of loaded equipment carts and supplies, reaching in all directions and prolonged periods of time working at a computer terminal. Ability to walk from office to office, or building to building to make computer repairs. Physical mobility sufficient to move about the work environment. Drive a motor vehicle, travel to attend classes, seminars and occasional out-of-town meetings during work and non-work hours.

QUALIFICATIONS

Knowledge of:

Windows operating systems commands and concepts. System administrator commands and concepts. Installing peripheral equipment such as printers, etc. on server/client computer systems. Software application packages such as MS Office. Installation and configuration of server software. Configuring network security (Groups, Profiles, Passwords). Personal computers connected to the internet. Computer documentation procedures. Data processing and basic programming techniques. Networking concepts including multiple operating system configurations. Terminal server configuration. Computer and peripheral equipment maintenance, methods and procedures. Emergency procedures relating to computer equipment.

Ability to:

Work effectively and cooperatively with computer system users and department staff. Identify, evaluate and solve problems with computer systems and network connected equipment. Read, interpret, and apply technical publications, manuals and other documents. Learn and understand data processing concepts and programs used by the City. Communicate effectively with personnel of user Departments, both orally and in writing. Schedule and perform work within time limits and deadlines. Troubleshoot both hardware and software problems and determine effective solutions. Understand and follow verbal and written instructions. Work safely around electronic equipment. Effectively deal with equipment malfunctions, deadlines and fluctuating workloads. Work with and maintain the confidentiality of sensitive information.

Skills to:

Operate the multiple computer systems, communications, and peripheral equipment.

License or Certificate:

Possession of a valid California Driver's License and Microsoft Certification.

Education and Experience:

An example of the education and experience which most likely demonstrates the skills, knowledge and abilities required to perform the duties would be any combination equivalent to an Associate of Arts Degree in computer science or related field and three (3) years of progressively responsible professional experience with PC/server hardware and software, data communications and design.

Reviewed _____
Department Director

Approved _____
Human Resources Officer

Approval Date _____

ORIG: 10-98, REV: 8-05