

**CITY OF SALINAS**

**NETWORK SYSTEMS SPECIALIST**

**BARGAINING UNIT/CLASS CODE:**

**SMEA /26.2124.001**

**DEFINITION**

Under general direction, provides a variety of technical support in maintaining and managing the Windows computer systems; virtual machine environment, network equipment, and provide occasional assistance to city staff on the use of computing equipment.

**DISTINGUISHING CHARACTERISTICS**

Incumbents independently perform a full range of technical analysis and evaluation of the Windows, virtual machine environment, and network-connected equipment for system users.

**SUPERVISION RECEIVED AND EXERCISED**

Incumbent 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. Configure and maintain virtual machine environment. 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. Assist with receiving, installing, setting up, and deploying computer equipment. Oversee installation and upgrades of existing computer systems. Occasionally may train users in use of hardware and software. Perform PC/server administration. Assist in preparing time and cost estimates of proposed projects involving PC computers, network servers, and/or other equipment. Meet with departments and evaluate needs. Assist in maintaining equipment and software license inventory. Assist in developing documentation and procedures for users and for internal use. Maintain the confidentiality of department information. Assist in evaluating hardware and software packages and make recommendations concerning their capabilities and appropriateness for City network environment. Participate in the development of City-wide 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 workplace. Perform related duties as assigned.

**PHYSICAL AND MENTAL CHARACTERISTICS** 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, and make valid judgments and decisions.

**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 enough to move about the work environment. Drive a motor vehicle, travel to attend classes, seminars, and occasional out-of-town meetings during both work, and non-work, hours.

**QUALIFICATIONS**

**Knowledge of:**

Windows operating systems commands and concepts. Concepts and understanding of a virtual machine environment. 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. Assist in 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. 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. Collaboration with staff and/or outside personnel is an essential part of the position.

**License or Certificate:**

Possession of a valid California Driver's License. Possession of technology certifications, such as Microsoft Certified Professional (MCP), VMware Certifications, or other industry certifications is highly desirable. VMware certification to be obtained within one year of employment.

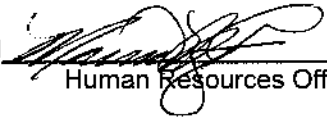
**Education and Experience:**

An example of the education and experience which most likely demonstrates the knowledge, skills, 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, virtual machines, networking, and data communications and design knowledge.

**Other Requirements:**

Positions within the Information Systems Department require an extensive background investigation and criminal background check. Employment offers are contingent upon passing the above requirements.

Reviewed  \_\_\_\_\_  
Department Director

Approved  \_\_\_\_\_  
Human Resources Officer

Approval Date 2/25/16