



JOB DESCRIPTION

NETWORK & COMPUTER SUPPORT SPECIALIST [FT]

DEFINITION

Under general supervision of the Information Services Manager, provides support for computer systems and networks; sets up, configures and maintains computer; participates in the planning, coordination and implementation of new systems, applications, or upgrades; works cooperatively as a member of the city-wide information Services division. This position may supervise other designated personnel.

EXAMPLES OF DUTIES

Duties may include, but are not limited to, the following:

1. Oversees the integrated library system for circulation, cataloging and other functions.
2. Performs routine maintenance on servers, computers and peripherals.
3. Configures, installs, and troubleshoots computer, peripheral, server, phone and network equipment.
4. Routinely communicates project status and current issues with Information Services division.
5. Compiles, prepares, processes and/or coordinates the preparation of a variety of documents and reports.
6. Provides appropriate backup, security of data and keeps security software current.
7. Provides technical support to staff in the use of computer systems and related equipment.
8. Assists with operation and maintenance of audiovisual equipment used in City and Library shows and events.
9. Supervise other personnel as designated.
10. Without additional compensation, employee shall perform such additional acts or duties as the City Manager shall assign.

QUALIFICATIONS/GUIDELINES

Education and/or Experience

Any combination of education and/or experience that has provided the required knowledge, skills and abilities is qualifying, but a typical way of gaining the knowledge and skills outlined above is: Equivalent to completion of two years of college with course work in data processing, computer sciences or a closely related field and two years of increasingly responsible experience in the administration of networks and personal computers. Experience with library computer systems is highly desirable.

Knowledge, Skills and Abilities

Thorough knowledge of principles and operations of networking and relevant personal computer technology and related equipment; knowledge of various software necessary for daily operations; ability to understand and act upon written and verbal descriptions of computer related problems and malfunctions; ability to evaluate hardware and software and



JOB DESCRIPTION

recommend purchase; ability to establish and maintain cooperative working relationships; ability to exercise judgment within established policy or procedure guidelines; good communications skills; must be available to work weekends and evenings as necessary and be available on short notice to resolve urgent problems.

SPECIAL REQUIREMENTS

Possession or ability to obtain an appropriate California driver's license and a satisfactory driving record; lifting of equipment, furniture or boxes weighing up to 50 pounds.

ESSENTIAL ELEMENTS

Physical Demands

Sitting, walking, reaching, grasping, bending, crawling, manual dexterity, clear speech-complex, clear-seeing and driving (car); physical ability to lift equipment, stoop and bend as necessary to access equipment during course of installation, maintenance or repair.

Stress Factors

Some pressure in assisting staff and interacting with the public. Ability to interpret and explain actions to staff.

Work Environment

Work with the staff and the public; verbal contact, face-to-face and telephone.

Mental Requirements

Reading complex, writing complex, analyzing, perception/comprehension and judgment.

Equipment

Network equipment, servers, computers, phones and peripherals such as, monitors, printers, barcode readers, and scanners.

RAS/sn:3-05-08