

MICROCOMPUTER SUPPORT SPECIALIST
(PART-TIME)

DEFINITION:

Under general supervision, assist in installing and maintaining the City's personal computer systems and applications; provide user support; and do related work as required.

ESSENTIAL JOB FUNCTIONS:

The listed tasks are essential for this position and may include, but are not limited to the following:

Install, troubleshoot and maintain personal computers, printers, network, and applications; perform system maintenance; install and upgrade personal computer hardware/software; maintain problem log and take corrective action as required; provide primary help desk support and assist users with PC and network related issues; maintain inventory of PC's, components, and software; prepare reports, and other related information as required; and perform office related duties as assigned. May coordinate, maintain and update the City Internet and Intranet web sites. May be required to work shifts, weekends, and/or holidays.

QUALIFICATIONS:

Training and Experience: Requires a high school diploma or G.E.D. and eighteen months of technical experience in performing a full range of personal computer support activities. One year of experience may be substituted by a Bachelors degree in Computer Science, Information Systems or related discipline. Must have a valid California driver's license at time of employment.

Skills, Knowledge And Abilities: Must have experience in operating, building, maintaining IBM compatible personal computers, software including DOS, Windows '95, MS Office, and communications and utilities software. Must be able to lift and move a minimum of 25 pounds; have the ability to analyze problems and offer recommendations; communicate effectively orally and in writing; and work cooperatively with others. Knowledge of building and maintaining Internet WEB sites and HTML is desirable. Familiarity with PC's in a network environment is a plus.

PHYSICAL DEMANDS AND WORKING CONDITIONS:

While performing the duties of this job, the employee may stoop, balance, and kneel, and use arms, legs, and back to occasionally lift and/or move up to 25 pounds. The employee frequently stands, walks, sits, uses a telephone, and personal computer with a VDT screen for extended periods of time. Work requires the ability to adjust focus and use hands and fingers to handle and maneuver objects.