

City of Malvern - 2012 P/T Technical Support Job Description

Exempt: No
Department: Technical Support
Reports To: Technical Manager
Location: City Wide
Date Prepared: April 05, 2011
Date Revised: April 11, 2011

GENERAL DESCRIPTION OF POSITION

Responsible for assisting the Technical Manager. Including but not limited to Help Desk operations, maintaining and updating IT related equipment, data storage, security, software support, and all aspects of the network.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Assist the Technical Manager in monitoring network health. This duty is performed daily, about 10% of the time.
2. Assist in supporting software. This duty is performed daily, about 10% of the time.
3. Assist in supporting hardware. This duty is performed daily, about 10% of the time.
4. Assist with Help Desk operations. This duty is performed daily, about 10% of the time.
5. Assist with maintaining data storage. This duty is performed daily, about 10% of the time.
6. Maintain knowledge level. This duty is performed daily, about 10% of the time.
7. Unexpected Support. This duty is performed daily, about 40% of the time.
8. Perform any other related duties as required or assigned.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty mentioned satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION AND EXPERIENCE

Knowledge of a specialized field (however acquired), such as basic accounting, computer, etc. Equivalent of four years in high school, plus night, trade extension, or correspondence school specialized training, equal to two years of college, plus 0 to 6 months related experience or training. Or equivalent combination of education and experience.

RESPONSIBILITY FOR FUNDS, PROPERTY and EQUIPMENT

None.

SUPERVISORY RESPONSIBILITIES

None.

COMMUNICATION SKILLS

Ability to read, analyze, and understand common scientific and technical journals, financial reports, and

legal documents; Ability to respond to complex or difficult inquiries or complaints from customers, regulatory agencies, or members of the business community.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to prepare and interpret bar graphs.

CRITICAL THINKING SKILLS

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

SUPERVISION RECEIVED

Under immediate supervision, performs general assignments of work, with periodic check of performance by supervisor.

PLANNING

Considerable responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work; may also occasionally assist in the planning of work assignments performed by others within a limited area of operation.

DECISION MAKING

Performs work operations which permit frequent opportunity for decision-making of minor importance and also frequent opportunity for decision-making of major importance; the latter of which would affect the work operations of other employees and/or clientele to a moderate degree.

MENTAL DEMAND

Intense mental demand. Operations requiring sustained directed thinking to analyze, solve, or plan highly variable, administrative, professional, or technical tasks involving complex problems or mechanisms.

ANALYTICAL ABILITY / PROBLEM SOLVING

Moderately directed. Activities covered by wide-ranging policies and courses of action, and generally directed as to execution and review. High order of analytical, interpretative, and/or constructive thinking in varied situations.

USE OF MACHINES, EQUIPMENT AND/OR COMPUTERS

Regular use of highly complex machines and equipment; specialized or advanced software programs.

ACCURACY

Probable errors of internal and external scope would have a moderate effect on the operational efficiency of the organizational component concerned. Errors might possibly go undetected for a considerable period of time, thereby creating an inaccurate picture of an existing situation. Could cause further errors, losses, or embarrassment to the organization. The possibility for error is always present due to requirements of the job.

PUBLIC CONTACT

Occasional contacts with patrons on routine matters.

EMPLOYEE CONTACT

Contacts with other departments or offices and also frequently with individuals in middle level positions; consulting on problems which necessitate judgment and tact in presentation to obtain cooperation or approval of action to be taken. Also, important contacts with associates as required in advanced supervisory jobs, plus frequent contact with senior level internal officials.

REQUIRED CERTIFICATES, LICENSES, REGISTRATIONS

AR Drivers License, High School Diploma or GED

PREFERRED CERTIFICATES, LICENSES, REGISTRATIONS

Technical Degree in Computer Science.

Cisco Training.

Knowledge of Microsoft Office.

SOFTWARE SKILLS PREFERRED

Intermediate: 10-Key, Alphanumeric Data Entry, Contact Management, Database, Presentation/PowerPoint, Spreadsheet, Word Processing/Typing

Basic: Programming Languages

ADDITIONAL INFORMATION

Not indicated.

PHYSICAL ACTIVITIES

The following physical activities described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions and expectations.

While performing the functions of this job, the employee is continuously required to talk or hear; frequently required to stand, walk, sit, use hands to finger, handle, or feel, reach with hands and arms, climb or balance, stoop, kneel, crouch, or crawl; occasionally required to taste or smell. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision; distance vision; and color vision.

ENVIRONMENTAL CONDITIONS

The following work environment characteristics described here are representative of those an employee encounters while performing essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the functions of this job, the employee is occasionally exposed to outdoor weather conditions, risk of electrical shock. The noise level in the work environment is usually moderate.

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