


CITY OF UNALASKA

Position Description

Job Class: Non-Exempt	Job Title: Computer Specialist
Supervisor: Information Systems Supervisor	Department: Finance
Wage Grade: 9	Full Time/Part Time: Full-Time
Probationary Period: 6 Months	Union: IUOE-302
DEPARTMENT REVIEW	
Submitted By: Bryan Stafford	Date: 4/10/17
Reviewed By: Kelly Stiles	Date: 4/10/17
Assistant City Manager Approval: 	Date: <u>4/10/17</u>

A position description is written to describe work currently organized and performed by a fully qualified employee (who possesses the knowledge, skills, and experience required by the position). One should be on file for each regular position. Attach a copy of the last position description prepared for this position.

SELECTION GUIDELINES:

Formal application, rating of education and experience; oral interview, evaluation of writing samples, successful completion of pre-employment drug screening, and reference/background check.

The duties listed in this position description are intended only as illustrations of the various types of work that may be performed. The omission of specific statements or duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

This job description outlines the general requirements of this position. This job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

When was the last time this position description was updated? Date: **10-2013**

What is the overall purpose and objective of this position (why does this position exist)?
Under direction of the Information Systems Supervisor, maintain City's virtual desktops, maintain and upgrade computers, printers, and various applications.

Explain the level of supervision received: **This position receives direct supervision from the Information Systems Supervisor.**

ESSENTIAL DUTIES AND RESPONSIBILITIES

List the major duties and responsibilities of the job. The list may not reflect the ranked importance of each responsibility of or the main functions of the job.

1. Support the various City virtual desktops and any maintenance or updates needed to ensure adequate performance.
2. Responsible for day to day support and operations including routine maintenance, updates, and troubleshooting issues at multiple levels for Office application, Munis application, and other software as needed.
3. Maintain and support the City's PC and Printer hardware.
4. Maintains a positive work environment.
5. Assists users in the selection of needs assessment and solutions. Coordinates training of or trains users on various Systems and Applications.
6. Other duties as assigned.

Does this position have access to confidential information? Yes ☒ No ☐ If yes, please provide detail. **The Computer Specialist has access to confidential files. This includes any files on the network which include but is not limited to management files, electronic payroll files and vendor files.**

Does this position have access to or handle City funds? Yes ☐ No ☒ If yes, please provide detail.

Is it important to this position that the employee be able to communicate fluently in English? Yes ☒ No ☐ If yes, please explain. **Position requires direct verbal and written communication with the City of Unalaska staff, the public, agencies, vendors and various organizations.**

What are the minimum qualifications necessary for this position?

- A high school education and a minimum of two years computer support experience.
- Must have and be able to maintain a current VCA-WM (VMware Certified Associate – Workforce Mobility) Certificate.
- Must possess experience with Microsoft Office.
- A valid Alaskan driver's license or ability to obtain one within 30 days of

- hire or prior to operating a City vehicle.
- Ability to work in a team environment and operate with minimal supervision.
- Ability to work under pressure and maintain professionalism.

What are the preferred qualifications for this position?

- **Certifications in most current version of VCP-DT, MCP, A+**

List the necessary knowledge, skills, necessary training, and abilities to qualify for this position.

- **Knowledge of virtual environments, local area networks, application support, and PC maintenance.**
- **Ability to determine work priorities.**
- **Highly organized with the ability to multi-task, maintain confidentiality, and work under pressure.**
- **Excellent verbal and written communication skills. Self-motivated, accurate and detail-oriented.**
- **Ability to work independently and as a team member.**

List the required technical skills (typing, computer skills, diesel mechanics, etc.):

- **Must be proficient in a Windows environment, including word processing, spreadsheet, and database software.**
- **Must be able to operate a City automobile.**
- **Knowledge of office practices, procedures, and general office equipment.**

Check any of the following factors that are important to successful performance in this position:

Problem Solving	X	Bilingual	o
Analytical Ability	X	Interpersonal Skills	X
Communication Skills	X	Dexterity	X

Describe the requirements of this position, which make these factors important:

Must meet department and City of Unalaska goals and administrative directives.

LEGAL REQUIREMENTS

Are there any local, State, or Federal training, certification(s), or standards required for this position? If so, please provide detail: **Valid Alaska Drivers License or the ability to obtain one within 30 days of employment or prior to operating a City vehicle. As a condition of employment, this position is subject to a background check and successful completion of pre-employment drug screening. Position is subject to fingerprinting requirements to perform duties in the City's Public Safety building.**

Is there any training, certification(s), or standards required for this position after he/she has been hired which an employee must pass to retain this position? If so, please provide detail:

WORKING CONDITIONS

Are there particular working conditions associated with this position that should be noted (i.e., working environment, hours of work, travel, work space, inclement weather, etc.)? Yes X No If yes, please explain: **Occasional emergency or non-traditional work hours may be necessary. Work conditions are typically consistent with normal office environment although there may be times that work will be performed outside in such weather conditions as rain, snow or high wind, or in environments that include confined spaces or heights.**

ANALYSIS OF PHYSICAL DEMANDS OF POSITION

Check physical demands that apply.

Describe job responsibilities that require physical demands checked.

1. Strength				
a. Standing	X	15 % of time		Majority of time spent behind a desk or in meetings.
Walking	X	15 % of time		
Sitting	X	70 % of time		
b. Lifting	X	50 lbs.		Equipment
Carrying	X	50 lbs.		Equipment
Pushing	X	50 lbs.		Equipment
Pulling	X	50 lbs.		Equipment
2. Climbing	X			Ladders or tower climbing
Balancing	X			
3. Reaching	X			Equipment
Handling	X			Equipment
4. Stooping	X			Equipment
Kneeling	X			Equipment
Crouching	X			Equipment
Crawling	X			Equipment
5. Speaking	X			City employees / public
Hearing	X			City employees / public
6. Seeing	X			Documents and Equipment
Depth Perception	X			
Color Vision	X			
				Colors on documents and wiring.

HISTORY SUMMARY

March 1997	Newly created position
June 2011	Formatting changes; specifically defined job duties and minimum requirements; educational requirements defined; specific software experience noted (software knowledge based on length of period between job description revisions).
October 2013	Changed various areas to include language pertaining to virtual desktops and environments. Added required certification in VMware VCA certifications, added Certification of VMware VCP to preferred experience. Altered working conditions to include outdoor work, confined spaces and heights.
March 2017	Updated VM Certification requirements; added fingerprinting requirement