

**CITY OF ROSWELL, GEORGIA**  
**CLASSIFICATION SPECIFICATION**

<b>Code:</b>	<b>Z04</b>
<b>FLSA:</b>	<b>N</b>
<b>WC:</b>	<b>8810</b>

**CLASSIFICATION TITLE: PC/MOBILE SUPPORT SPECIALIST (PART-TIME)**

External applicants apply on-line only at [www.roswellgov.com/employment](http://www.roswellgov.com/employment)

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**PURPOSE OF CLASSIFICATION**

This is a part-time position, working 30 hours or less per week, providing on-site and/or remote end user support and maintenance within the City’s computing and telecommunication environment. Performs installation, maintenance, troubleshooting and upgrades to personal computer operating systems, hardware, software, peripherals and equipment. Assesses user-training needs and guides users in effective use of applications.

**ESSENTIAL FUNCTIONS**

**The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.**

- Installs, maintains, supports and repairs desktops, laptops, smartphones, tablets, printers, hardware, software and other peripheral equipment.
- Set up of equipment for employee use, performs tests and ensures proper installation of cable, operating systems, and appropriate software.
- Maintains accurate record of surplus and newly deployed equipment and software.
- Provides knowledge and support for Windows, Mac OSX, iOS and Android operating systems and platforms.
- Provides technical support with integration, operation, installation and maintenance of audiovisual equipment, display devices, projectors, video teleconferencing systems and presentation software.
- Provides excellent customer service to internal and external customers.
- Creates and maintains service tickets for all customer interactions, through to closure.
- Performs other duties as assigned.

**MINIMUM QUALIFICATIONS**

- Associate Degree in related field, or equivalent work experience.
- 2+ years of experience providing technical support for hardware and software issues as related to desktop technology; or any equivalent combination of education, training, certifications and experience that provides the requisite knowledge, skills, and abilities for this job.
- Experience in supporting Windows and MAC OSX operating systems; supporting iOS, Android, Windows smartphone and tablet operating systems; and an understanding of MobileIron and/or other Mobile Device Management systems (MDMs) as it pertains to mobile device support.
- Outstanding client management skills, both verbal and written communication.
- Be able to lift at least 50lbs of weight.

## PERFORMANCE APTITUDES

**Specific Knowledge, Skills, or Abilities:** Working knowledge of client/server application environments; Mobile Device Management systems; personal computer; Windows and MAC operating systems; Internet or web based applications and computer network (Local Area and Wide Area Networks). Must be able to learn, comprehend, and apply all city or departmental policies, practices, and procedures necessary to function effectively in the position.

**Data Utilization:** Requires the ability to coordinate, manage, and/or correlate data. Includes exercising judgment in determining time, place and/or sequence of operations, referencing data analyses to determine necessity for revision of organizational components, and in the formulation of operational strategy. Proven data analysis, data verifications and problem-solving abilities.

**Human Interaction:** Requires the ability to apply principles of persuasion and/or influence over others in coordinating activities of a project, program, or designated area of responsibility. Ability to communicate ideas in both technical and user-friendly language.

**Equipment, Machinery, Tools, and Materials Utilization:** Requires the ability to overhaul, restore, renovate, construct, and/or rebuild equipment, machinery, or objects, requiring adherence to prescribed standards and specifications. Requires the ability to operate and control the actions of the same equipment, machinery, and/or objects.

**Verbal Aptitude:** Requires the ability to utilize a wide variety of reference, descriptive, advisory and/or design data and information.

**Mathematical Aptitude:** Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.

**Functional Reasoning:** Requires the ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.

**Situational Reasoning:** Requires the ability to exercise judgment, decisiveness and creativity in situations involving evaluation of information against measurable or verifiable criteria.

## ADA COMPLIANCE

**Physical Ability:** Tasks require the ability to exert moderate physical effort in light work, which may involve some combination of stooping, kneeling, crouching, lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (up to 50 pounds).

**Sensory Requirements:** Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, and visual cues or signals. Some tasks require the ability to communicate orally.

**Environmental Factors:** Performance of essential functions may require exposure to adverse environmental conditions, such as dust, electric currents, or bright/dim light.

*The City of Roswell is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.*