

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

PC/Applications Specialist I

Department: Administration

Pay Grade: 509

FLSA Status: Non-Exempt

Job Code: A114

JOB SUMMARY

The purpose of this classification is to provide desktop solutions and advanced technical support relating to applications, systems, software, hardware, mobile devices, audio / visual, and networking for the personal computer and telecommunication user environments, by remote tools, telephone and on-site visits. Employees in this classification will provide professional level support as part of the City's centralized Information Technology Division.

ESSENTIAL JOB FUNCTIONS

- Provides on-site and/or remote end user support and maintenance within the City's computing and telecommunication environment. Perform 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; makes recommendations regarding hardware and software acquisitions according to user or departmental needs; and performs related work as required.
- Performs system administration, troubleshooting and upgrades to mobile devices, including various tablet computing products. Responsibilities will include acquiring mobile devices that meet IT standards from established vendor relationships; install, setup, and provisioning of new mobile devices; evaluates and recommends mobile technology solutions with the goal of improving service delivery and customer satisfaction. Provides knowledge and support for smart phones and mobile devices including but not limited to iOS, Windows Mobile and Android platforms.

- Performs system administration, troubleshooting and upgrades to City telecommunications, including desktop phones, accounts, Fidelity, analog service lines (fire panels) and remote wireless emergency call boxes.
- Conducts administration for asset inventory control and mobile device management (MDM). Maintains system and device images, software updates, patch management and mobile apps monitoring.
- Provides technical support to end-users with integration, operation, installation and maintenance of audio visual equipment. This equipment includes display devices, projectors, video teleconferencing systems and presentation software.
- Provides professional level service, support, documentation and operational training to end users, user champions, staff and elected officials regarding the capabilities and functions of desktop, laptop and mobile computing hardware and software. Ensures proper escalation occurs with vendor for unresolved mechanical and application issues to safeguard customer satisfaction.
- Maintains current knowledge of applicable policies, and procedures; maintains an awareness of new procedures, trends, and advances in the profession; reads professional literature; maintains professional affiliations; attends workshops and training sessions as appropriate.
- Monitors inventory levels of equipment, supplies, tools, and other materials; ensures availability of adequate materials to conduct work activities; initiates requests for new/replacement items; obtains competitive price quotes from vendors; prepares equipment specifications; assists in coordinating bid process.
- Communicates with supervisor, employees, other departments, the public, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems; responds to requests for service or assistance.
- Receives various forms, reports, correspondence, equipment operating manuals, procedures, handbooks, reference materials, manuals, or other documentation; reviews, completes, processes, forwards or retains as appropriate.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Education and Experience:

Requires an Associate's degree in computer science, or closely related field; one (1) year of experience in personal computer support; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Licenses or Certifications:

- None

Special Requirements:

- On-call

Knowledge, Skills and Abilities:

- Ability to learn, comprehend, and apply all city or departmental policies, practices, and procedures necessary to function effectively in the position.

- Ability to review, classify, categorize, prioritize, and/or analyze data. Includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.
- 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 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.
- Ability to utilize a wide variety of reference, descriptive, advisory and/or design data and information.
- 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.
- 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.
- Ability to exercise judgment, decisiveness and creativity in situations involving evaluation of information against measurable or verifiable criteria.

PHYSICAL DEMANDS

The work is light work which requires the ability to exert very moderate effort in light work, typically involving some combination of stooping, kneeling, crouching and crawling, and which may involve some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (12-20 pounds). Tasks may involve extended periods of time at a keyboard or work station. Tasks also require the ability to perceive and discriminate colors or shades of colors, sounds, odor, depth, texture, and visual cues or signals. Some tasks require the ability to communicate orally.

WORK ENVIRONMENT

Work is regularly performed with exposure to adverse environmental conditions, such as dust, electric currents, or bright/dim light.

The City has the right to revise this job description at any time. This description does not represent in any way a contract of employment.

The City of Roswell, Georgia commits to a policy of equal employment opportunity for applicants and employees, complying with local, state and federal laws. The City's policy is to employ qualified persons without discrimination regarding race, creed, color, religion, age, sex, country of national origin, marital status, disability, sexual orientation, gender identity, genetic information, political affiliation, ethnicity, or status in any other group protected by federal/state/local law.