



## Memorandum

### *Human Resources Division*

TO: Vacellia Clark, Chief Examiner  
Civil Service Commission

FROM: Human Resources Staff

RE: Establish a Passing Score for ARMS Programmer/Analyst

DATE: January 29, 2014

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#### **A. Summary**

City of Urbana Human Resources staff requests modification of the Network/Systems Technician job description and approval to post this position internally.

#### **B. Background**

This classification was originally approved by the Civil Service Commission on Sept. 25, 2013 and represents a position between skill and experience level of a Computer Systems Technician and PC Programmer/Network Coordinator. This position is expected to play a role in the succession/contingency planning for this division; should the PC Programmer/ Network Coordinator be unable to fulfill his/her critical responsibilities in maintaining City information infrastructure, the Network/Systems Technician will be able to assist.

After reviewing the current budget, the IT Director has recommended this position be placed in Pay Grade 35, which would begin at \$21.76/hr. (\$45,260.80 annually) and a norm rate of \$23.06/hr. (\$47,964.80 annually). This rate of pay is very close the midpoint between the pay rates for Computer Systems Technician and PC Programmer/ Network Coordinator.

As this is a new position, the hiring manager requests that this position be posted internally for a period not less than five (5) business days.

#### **C. Recommendation**

The hiring manager for this position requests and HR staff concurs with these recommendations.

#### **D. Attachments**

1. Network/Systems Technician job description.



*CITY OF URBANA*  
*Human Resources Division*

# NETWORK/SYSTEMS TECHNICIAN

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## JOB DESCRIPTION

Division: Information Technology  
Department: Finance  
Reports To: Network Administrator  
FLSA Status: Non-Exempt  
Job Type : Non-Union; Civil Service  
Pay Grade: 35

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### JOB SUMMARY

Position provides first level technical helpdesk support for users of all Information Technology supported systems, applications and services. Assists and performs assigned tasks to support Network Administrator to maintain and administer City Personal Computer hardware and software systems. Assists and performs assigned tasks to support Network Administrator to maintain and administer City Network hardware and software systems. Performs daily network tasks and support as directed by Network Administrator. May be assigned to perform these duties for other entities that have contracted with the City for support.

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### ESSENTIAL FUNCTIONS

- Performs technical tasks, such as running cable, primary diagnostics on hardware and software, installing and configuring network hardware and software; installing personal computers; and configuring hardware and software.
- Provides setup and configuration of computing peripherals such as printers, monitors, scanners, mice, special keyboards and other equipment as necessary.
- Troubleshoots hardware, software, network and peripheral issues and provides hardware replacement, cleaning or repair as needed.
- Performs hands-on fixes at the desktop level including installing and upgrading software, implementing file backups and configuration of systems and applications.
- Performs employee training in the operation of personal computer hardware and software through individual instruction.
- Answers immediate questions in the operation of personal computers and the network.
- Administer the City's network hardware and software, including operating system, file storage user access, problem resolution (back-up) and security as directed by Personal Computer Analyst /Network Coordinator.

- Installs and configures network servers, network hardware, personal computers as directed by the PC Analyst/Network Coordinator
- Maintains inventory of the City's personal computer hardware and software.
- Communicates with vendors for technical support, RMA and program updates as needed to resolve PC/Network hardware and software issues.
- Researches PC/Network hardware and software for use in City systems as directed by the PC Analyst/Network Coordinator.
- Reports to PC Analyst/Network Coordinator on status of Help Desk issues, current projects, hardware/software requests and other computer/network issues as they arise.
- Performs other related duties as assigned.

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## JOB REQUIREMENTS

### KNOWLEDGE & EXPERIENCE

- Knowledge and skills typically acquired through completion of a Microcomputer Support Specialist associate's degree, an associate's degree in Computer Science or Computer Information systems, or a related field.
- Two (2) years of professional, directly-related work experience in operating and maintaining microcomputers and software application support; basic networking skills demonstrating ability to connect and configure computers and peripherals to the City's network. Knowledge and experience with Windows Servers; basic network software, hardware and protocols (switches, routers and IP traffic) and network maintenance procedures.
- Knowledge of principles and processes for providing excellent customer service to users. This includes providing customer needs assessment (e.g., interviewing City staff and other system users to accurately assess their needs), meeting quality standards for services, and evaluating customer satisfaction.
- Proficiency with standard desktop software applications.
- Experience with complex problem-solving situations, such as identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- Experience with testing, installing and connecting various computers in the network; troubleshooting and diagnosing hardware problems; and providing minor computer repairs.

### ABILITY TO

- Communicate clearly and effectively, both verbally and in writing, with City staff and other system users.
- Apply excellent verbal and written communications in order to convey technical issues, and maintain good public relations with Information Technology customers and vendors.
- Work patiently with groups and individuals in a training situation.

- Work with close attention to detail.

LICENSES, CERTIFICATIONS AND MEMBERSHIPS REQUIRED

- Must possess a valid State of Illinois driver's license or be able to obtain one within 15 days of employment.

GENERAL

- Must be available for system emergencies and maintenance that may arise before 8 a.m. and after 5 p.m. and on weekends.

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RESPONSIBLE FOR:

- Performing weekly and other periodic system maintenance.
- Assisting the Network Administrator to manage the City's personal computer hardware and software inventories; determining warranty and maintenance schedules, and making daily decisions regarding the repair/replacement and dissolution of various pieces of hardware/software.
- Performing computer technician tasks, such as running cable, primary diagnostics on hardware and software, installing and configuring network hardware and software and installing personal computers.
- Performing employee training in the operation of personal computer hardware and software in a one-on-one setting.
- Administering the City's network hardware and software, including operating system, file storage user access, problem resolution (back-up) and security as directed by Personal Computer Analyst /Network Coordinator.
- Installing and configuring network servers, network hardware, personal computers as directed by the PC Analyst/Network Coordinator.

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CONTACTS: INTERNAL/EXTERNAL

- Daily contact with City staff and other system users who use computers and peripheral devices as essential tools of their daily work for problem resolution and for computer training.
- Contact with vendors for trouble-shooting, RMAs and program updates of hardware and software using e-mail, postal mail, fax and phone.

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PHYSICAL DEMANDS

- Ability to lift and maneuver 50 lbs.
- Ability to climb ladders.
- Maneuvering in confining spaces.
- Ability to make skillful, coordinated movements with the hands and arms.

- Ability to see in close environmental surroundings.
- Ability to sit for prolonged periods of time at a computer screen.

*The physical demands described herein 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.*

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WORK ENVIRONMENT

- Standard office setting.
- Minimal short distance travel is required.
- Possibility of contact with electrical hazards.
- Works in close association with others.
- This position contains high degree of complexity requiring special training and skills.
- Work environment may include occasionally working in confined spaces and/or in cramped body positions.
- Work is subject to deadlines and frequent interruptions.

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

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

*The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*

Prepared by: Shawn Fluno, Network Administrator 7/16/2013

Approved By: \_\_\_\_\_  
Department Head Date

Approved By: \_\_\_\_\_  
Personnel Manager Date

*Approved by the Urbana Civil Service Commission: Sept. 25, 2013.*