~~PERSONAL COMPUTER PROGRAMMER/~~
~~NETWORK COORDINATOR~~ NETWORK ADMINISTRATOR

JOB DESCRIPTION

Division: Information Technology
Department: Finance
Reports To: Information Technology Manager
FLSA Status: Non-Exempt;
Job Type: Non-Union; Civil Service
EEO Category: Technician
Pay Grade: 41

JOB SUMMARY

Designs and codes new personal computer programs; assists in modifying existing personal computer programs; including high level, database and macro languages. Administers and maintains city network servers, network hardware, and personal computers, including daily maintenance, problem resolution, backup / restore, inventory, and installation of new purchases. Repairs network and personal computer hardware and LAN connections. Administers and maintains city personal computer software, including problem resolution, inventory, and installation of new purchases and upgrades. Assists in the training of personnel in computers, programs, and the use of the network, including help-desk functions, one-on-one, and class style training.

ESSENTIAL FUNCTIONS

- Researches requests for new software programs, as approved by the Information Technology Director, utilizing user interviews and reviews of existing programs.

- Designs and codes new personal computer programs. Prepares and writes program modifications for existing personal computer programs.

- Designs appropriate screens, menus, procedures, and manuals for computer applications. Maintains and prepares documentation for personal computer programs and procedures.

- Assists Information Technology Director in network design specification and modifications.

- Assists Information Technology Director in determining and evaluating network and personal computer hardware specifications and needs.

- Installs and configures network servers, network hardware, personal computers.

- Administers City network servers, including operating system, file storage user access, problem resolution, and security.

- Performs computer technician tasks such as personal computer hardware repair, installation and setup; establishing and maintaining connection on Ethernet LAN.

- Performs daily, weekly, quarterly, and annual server maintenance, such as updates and back-ups.

- Maintains inventory of personal computer hardware.

- Assists Information Technology Director in determining and evaluating personal computer software specifications and needs.

- Installs and configures network and personal computer software for users.

- Performs problem resolution involving personal computer software.

- Maintains inventory of personal computer software.

- Answers "help-desk" questions in operation and use of personal computers and network.

- Trains personnel in operation and use of personal computers and network through one-on-one and class-room style settings.

- Performs other related duties as assigned.

JOB REQUIREMENTS

KNOWLEDGE & EXPERIENCE

- Knowledge of basic computer programs and file maintenance procedures.

- Knowledge of Microsoft Windows Servers and basic network programs and network maintenance procedures.

- Knowledge and skills typically acquired through completion of Associate's degree in Information Technology or computer science, or comparable related education/experience.

ABILITY TO

- Design and write basic code for the compilation of computer programs, screens, menus, and procedures.

- Interview and assess needs to appropriately design programs.

  Train and communicate with staff, regarding use of personal computers and City network.

- Keep current on changes in the computer industry, both with software and hardware.

- Work with close attention to detail.

LICENSES, CERTIFICATIONS AND MEMBERSHIPS REQUIRED

- Must possess a valid State of Illinois Class D driver's license or obtain one within sixty (60) days of employment and maintain a safe driving record.

RESPONSIBLE FOR:

- Providing day-to-day consultation to users of the City's computer programs.

- Daily, quarterly, and annual maintenance and operation of complex computer system.

- Preparing and writing new programs and limited modifications of existing programs.

- Daily administration of City personal computer networks.

- Maintaining personal computer hardware and software inventory.

- Supervisory responsibility for two (2) Computer Systems Technicians/Network Technicians, Web/Documents Coordinator and Documents Technician.

CONTACTS: INTERNAL/EXTERNAL

- Daily contact with Computer Systems Technicians to coordinate going IT projects; assign, assist and get status of computer problems and for computer training.

- Contact as needed with Web/Documents Coordinator and Documents Technician to discuss status of current and assign new tasks.

- Contact as needed with personnel using computers to resolve computer problems and for computer training.

- Contact as needed with other governmental agencies to coordinate inter-governmental IT needs.

- Contact as needed with vendor sales and technical support personnel to resolve personal computer related needs.

WORK ENVIRONMENT

- Standard office setting.

- Short distance city travel is required.

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.

~~PC Programmer/Network Coordinator~~ Network Administrator

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.

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 | Elizabeth Borman   7/16/2013
                 PC Programmer/Network Analyst | Asst. HR Manager

Approved by: _____
                 Department Head   Date

Approved by: _____
                 Personnel Manager   Date

Reviewed by: _____
                 Human Relations Officer   Date

Class Specification History:
- General revision approved by the Urbana Civil Service Commission: 9/25/2013