

Job Class Code: 1257	FLSA Status: Exempt
Pay Basis: Salary (Annual)	EEO Category: 3

GENERAL DESCRIPTION OF CLASS

The purpose of the class is to provide responsible and complex client computer systems support. The class is responsible for computer systems installation, upgrades, inventory, training, user assistance, and associated duties. The class works within broad policy and organizational guidelines; independently plans and implements projects; reports progress of major activities through periodic conferences and meetings.

TYPICAL TASKS

<ul style="list-style-type: none"> Analyzes client requests for new or improved computer technology systems; researches current technologies in computer systems to recommend solutions to client problems or needs. Assists clients with problems with computer systems involving hardware or software difficulties. Installs new client computer systems and provides orientation or initial/follow on training for system users. Provides system and network administration; controls user access to systems; adds and deletes users and assigns passwords as required. Performs special projects or tasks involving specialized computer systems or requirements as assigned. Performs administrative functions such as maintaining inventory or other records, assisting with budgets, monitoring materials and expenditures, ordering materials and supplies, compiling and preparing specifications for new systems, maintaining system documentation, conducting studies, preparing reports, and other related tasks. Attends or conducts staff or training meetings to exchange information; attends in-service training and technical or professional classes, seminars, or conferences to improve technical or professional skills. Performs other related duties as assigned.

GENERAL STANDARDS

Data Involvement	Gathers, organizes, analyzes, examines, or evaluates data or information and may prescribe action based on such data or information.
Interpersonal/People Involvement	Persuades or influences others in favor of a service, point of view, or course of action; may enforce laws, rules, regulations, or ordinances.
Reasoning Requirements	Performs coordinating work involving guidelines and rules but solves problems constantly.
Mathematical Requirements	Uses basic algebra involving variables and formulas and computes ratios, rates, and percents.
Language Requirements	Reads journals, manuals, and professional publications; speaks informally to groups of coworkers, staff in other organizational agencies, the general public, and people in other organizations; composes original reports, training and other written materials using proper language, punctuation, grammar, and style; presents training programs.
Mental Requirements	Performs specialized technical and professional work requiring general understanding of operating policies and procedures and their application to problems not previously encountered; applies specialized technical or professional principles and practices in the solution of problems; requires normal attention with short periods of concentration for accurate results and occasional exposure to unusual pressure.
Decisions/Supervisory Control	Guides others, making frequent decisions, affecting the individual, clients, coworkers, and others that depend on the service or product.

EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS

Vocational/Educational Requirement	Requires any combination of education and experience equivalent to a bachelor's degree in computer science or a closely related field.
Experience	In addition to satisfying the vocational/educational standard, this class requires a minimum of two years of related, full-time equivalent experience.

Special Certifications and Licenses	Requires a valid driver's license and a driving record that is in compliance with City Driving Standards.
Special Requirements	Employees may be expected to work hours in excess of their normally scheduled hours in response to short-term department needs and/or City-wide emergencies. Emergency operations support work and work locations may be outside of normal job duties.

AMERICANS WITH DISABILITIES ACT (ADA) REQUIREMENTS

The City of Chesapeake is an Equal Opportunity Employer. ADA requires the City to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

This is a class specification and not an individual position description. A class specification defines the general character and scope of duties and responsibilities of all positions in a job classification, but is not intended to describe and does not necessarily list the essential job functions for a given position in a classification.

Revised 07/16/2020