<div align="center">

City of Royal Oak

PC SUPPORT SPECIALIST – LEVEL I

</div>

General Statement of Duties: A **PC SUPPORT SPECIALIST** performs a variety of technical and professional assignments of varying difficulty pertaining to the core business system applications as implemented by the City of Royal Oak. This position reports directly to the Manager of Information Systems. Duties will usually consist of routine work regarding support, configuration and upgrades of installed computer devices and software, backup and recovery, social media and security apps, cell/smart phones, and technical trouble shooting performed in accordance with departmental rules and regulations. The work may involve specific instructions given by the department head when needed, although the PC Support Specialist is required to exercise some independent discretion when faced with critical conditions.

Essential Duties and Responsibilities:

- The following is intended to indicate the types of duties and responsibilities requested of the employee assigned this title. It is not intended to be all-inclusive or limiting as to the specific duties and responsibilities that may be required.

- Responsible for specializing in installation, configuration and upgrading of all types of computer devices and software.

- Responsible for inventory records on leased and owned equipment and software. It is the obligation of this position to work with network and systems administrator(s) to keep and protect the City from any license infringements.

- Responsible for troubleshooting equipment failures on printers, scanners, computers, network switches, hubs, faxes, cell phones, laptops, tablets, smart phones, etc. and to coordinate with service repair vendors to fix and/or replace equipment when appropriate.

- Responsible for determining the life expectancy of equipment and evaluating cost justification for repair / upgrade / replacement of equipment owned / leased by the City.

- Responsible for adhering to and enforcing the City's Computer User and Security Policy throughout the City.

- Work to improve existing processes.

- Provide support for resolving and coordinating with Network and Systems Administrator(s) all requests for new and/or termination requests for computer access, e-mail accounts, social media accounts, internet access, etc.

- Provide backup support to updates and changes to policy procedures regarding security issues.

- Provide overall backup support to network and systems administration issues.

- Use cloning software for image creation and restoring damaged computer configurations.

- Carry and transport computer workstations, printers, etc. to and from different building locations.

- Provide direct service for IT networks as well as customer service to users inside and outside the company

- Maintain a work log of requests and maintenance tasks

- Forward daily inspections to prevent or solve system malfunctions

- Stay updated on new developments in, and analyze reviews of, computing technologies

- Supervise the logging of network conditions and requirements

- Perform other work and duties as required.

Qualifications for Employment:

- Knowledge of equipment and software configuration, installation and troubleshooting.
- Knowledge and understanding of Windows Operating Systems and MS Office products.
- Knowledge of security issues in a multiple server LAN / WAN environment.
- Skill in minor equipment repairs and cabling.
- Ability to handle multiple complex assignments concurrently without loss of effectiveness.
- Ability to work harmoniously and effectively in a team environment.
- Physical ability to carry and transport computer workstations, printers, etc. to and from different building locations.
- Skill in resolving complex problems.
- Good oral and written communication skills.

A **PC SUPPORT SPECIALIST**, upon application, should have the following training and experience:

Highschool diploma and Graduation from a recognized college or university with a Bachelor's degree specializing in Computer Information Systems, Computer Science, Computer Engineering or a directly related field is desired. A minimum of 4 years of directly related experience, which has resulted in the knowledge, abilities and skills described above will be considered in lieu of college/university education.