

City of Watsonville

MICROCOMPUTER TECHNICIAN

\$4,409.62 - \$5,909.31/Month

Filing Deadline: Thursday, September 29, 2016 at 5:00 P.M.

(No Postmarks Accepted)



Employment Opportunity

*“Opportunity Through
Diversity; Unity Through
Cooperation”*

Human Resources
Department
275 Main Street, Suite 400
4th Floor
Watsonville, CA 95076
Phone: 831.768.3020
Job-Line: 831.768.3025
Fax: 831.761.0736

www.cityofwatsonville.org

DESCRIPTION OF BASIC FUNCTIONS AND RESPONSIBILITIES

Under supervision, supports, troubleshoots, repairs, and maintains microcomputer hardware and software, and other small computer systems throughout the City. Provides training and assistance to City staff and for City-run computer labs. Performs related duties as required.

DISTINGUISHING CHARACTERISTICS

This job class works under the supervision of the Network Administrator to support and maintain the City’s various computer systems. Assignments may vary and the tasks performed may change from assignment to assignment. The typical duties shown below are indicative of those that an incumbent will encounter, but will not necessarily be part of each assignment.

SUPERVISION RECEIVED

Receives direct supervision from the Network Administrator.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to the following:

- confers with users regarding operating problems, performs routine troubleshooting, and identifies possible solutions and/or alternate courses of action; assists users in securing resources and services necessary to resolve problems
- performs routine hardware servicing for microcomputers (circuit board installation, etc.)
- performs installation and upgrades of software
- responds to user problems by phone and on-site
- assists users in learning to use systems and software
- communicates with vendors regarding user problems and questions
- installs, supports local area networks hardware and software
- provides assistance in computer labs and training centers
- keeps informed regarding developments in microcomputer and mini-computer technology and related issues
- assists in the design, acquisition, installation, documentation, training, and maintenance of network communication systems (LANs, WANs, etc.)
- maintains service logs and inventory of all computer equipment in City
- prepares documentation and maintains records for assigned projects
- performs other related tasks as assigned

EMPLOYMENT STANDARDS

Knowledge of:

- principles, procedures, practices, techniques, and nomenclature associated with microcomputer and data-communication systems and operations
- capabilities and limitations of related hardware including PC boards, VDTs, printers, plotters, disk storage, and communication devices
- capabilities and limitations of microcomputer software, including operating systems, word-processing, spreadsheet, database, programming languages, and automated utilities
- Microsoft DOS and Windows
- principles and practices of data processing

Ability to:

- operate computer equipment
- install, maintain, and repair computers and peripheral equipment
- install and configure microcomputer application and utility software, including MS-DOS and Windows operating systems
- troubleshoot both hardware and software problems and determine effective solutions
- develop training course materials, demonstrate, and train users on the operation of a variety of related computer hardware and software applications and tools
- intermittently twist, crawl, reach and climb to install equipment
- lift electronic equipment
- hear adequately to converse on a telephone and in person
- ability to work indoors using near vision for prolonged periods
- drive an automobile
- see adequately to read text, correspondence, charts, forms, and fine print in contracts and regulations
- work safely, particularly around electronic equipment
- develop and maintain appropriate documentation
- work with, and maintain the confidentiality of sensitive information
- communicate effectively in both oral and written modes
- effectively deal with equipment malfunctions, deadlines, and fluctuating workloads
- use appropriate and safe procedures to test equipment and solve data communication problems
- work in an office environment subject to heat/cold and fragrances such as perfumes
- establish and maintain cooperative and effective relationships with co-workers and those contacted in the course of the work

TRAINING AND EXPERIENCE: Any combination of education, training, and experience that provides the skills, knowledge, and abilities shown above is qualifying. A typical way to obtain these requirements would be:

- high school graduation or equivalent and college level courses in computer systems and data communications, plus two (2) years of experience with microcomputers and networks

LICENSE

- a valid Class C California Driver's License and a safe driving record

APPLICATION AND INTERVIEW PROCESS

Applications must be submitted to the Human Resources Department, 275 Main Street, Suite 400, 4th floor, Watsonville, CA 95076 by the filing deadline. **No Postmarks Accepted.** An application may be obtained by calling 768-3025, or on the City's website at www.cityofwatsonville.org. Candidates will receive written notification after applications have been screened for requirement compliance. Testing and interview dates will be announced at a later time.

APPOINTMENT AND BENEFITS

The positions benefits include vacation, sick leave, and holiday benefits. The City offers Public Employees Retirement System Benefits. Employees shall pay the full PERS employee contribution. Depending on the needs of the City, bilingual pay (English/Spanish) may be available upon passing bilingual exam (\$75/month conversational premium pay, \$250/month written and conversational premium pay).

The candidate selected will be appointed for a 9-month probationary period. Subject to satisfactory performance, a step increase is granted annually until the top of the range is reached. Names of the remainder of successful candidates will be placed on an employment list which remains effective for one year. The Microcomputer Technician is represented by the Service Employees International Union (SEIU) bargaining unit.

Prior to appointment to the position of Microcomputer Technician, a medical examination and Department of Justice LiveScan fingerprinting will be required.



The City of Watsonville encourages workplace diversity and is an equal opportunity employer. The City of Watsonville is committed to compliance with the Americans with Disabilities Act by including people with disabilities in all of its programs and activities.

NOTE: THIS ANNOUNCEMENT DOES NOT CONSTITUTE A CONTRACT, EXPRESSED OR IMPLIED, AND ANY PROVISIONS CONTAINED IN THIS BULLETIN MAY BE MODIFIED OR REVISED WITHOUT NOTICE.