POSITION VACANCY NOTICE
CITY OF KETCHIKAN

SPECIFICS

June 20, 2022

TITLE: PC NETWORK TECHNICIAN

DEPARTMENT:	INFORMATION TECHNOLOGY		
STATUS:	Regular Full-time	**HOURS/DAYS:**	Monday – Friday 8:00 AM – 5:00 PM
GRADE /STEP:	356 / A – K	**DUTIES:**	See attached job description
HOURLY:	$26.72 – $31.02 DOQ	**UNION STATUS:**	YES

SPECIAL REQUIREMENTS:

Two years of responsible technical information systems experience desired; college level course work or specialized training in information technology, computer science or a related field.

ADVERTISING REQUIREMENTS

POSITION CLOSES: OPEN UNTIL FILLED

APPLICATIONS MUST BE RECEIVED BY CLOSING DATE

WHERE: Local Only ☐   Statewide ☐   Pacific NW ☐   National ☐
PUBLICATIONS: Ketchikan Daily News; Job Service; City Website

APPLICANT PROCESSING INSTRUCTIONS

FOR APPLICATION AND COMPLETE JOB DESCRIPTION CONTACT:
HUMAN RESOURCES (907) 228-5631 OR ON-LINE AT
http://www.ktn-ak.us/jobs

CITY OF KETCHIKAN IS AN EQUAL OPPORTUNITY EMPLOYER

PC/NETWORK TECHNICIAN

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

SUMMARY DESCRIPTION

Under general supervision, provides technical support and assistance to City/KPU departments for the acquisition, installation, operation, maintenance, repair, and upgrade of personal computer hardware, software and networks; provides assistance to end users; orders software and hardware as necessary; and provides technical assistance in support of networked systems.

The Information Technology Department provides efficient and effective computer services to all the departments of the City and Ketchikan Public Utilities. The PC/Network Technician works under the Information Technology Director and closely with the System and Network Administrators to ensure that City hardware and software systems work properly, and that users are adequately equipped, supported and trained. The PC/Network Technician provides support and first-line troubleshooting for workstation and network problems, administration of network user accounts print services and identifies user training needs for the System and Network Administrators, Information Technology Director and the cognizant departments. The PC/Network Technician must exercise good judgment and ingenuity in performing assigned duties and must often work with minimal technical supervision. The incumbent must also possess a strong customer-service orientation and excellent interpersonal skills. All duties must be performed in a manner that reflects positively on the City and the Department.

REPRESENTATIVE DUTIES
The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Configures, installs, and supports computer workstations and peripheral equipment throughout the City.

2. Performs system checks, maintenance and troubleshooting on computers, related peripheral equipment, software, and network interfaces; identifies and solves hardware problems; installs and configures workstation hardware and peripheral upgrades.

3. Installs, upgrades, and maintains application software on stand-alone and networked user workstations throughout the City.

4. Supports system users with informal training in network and operating system usage, as well as basic application skills; identifies users' formal training needs to higher management.

5. Installs, upgrades, and maintains network client software on user workstations; notifies the City Network Administrator if resource requirements exceed workstation capacity.

6. Creates, modifies, and supports network user accounts, user login scripts, and printing services on City network servers; assists with network management and data communications support.

7. Assists with system-wide troubleshooting and repair as necessary.

8. Provides microcomputer hardware and software procurement support as directed; coordinates the microcomputer configuration database as well as the software database.

9. Coordinates and conducts periodic and random license compliance and standards conformance audits of system and application software installed on City/KPU computers; ensures the City complies with

its software license agreements; removes any unlicensed software and maintains all records regarding software purchases and licenses.

10. Responds to inquiries over the phone and in person in a courteous manner; provides information within the area of assignment; resolves complaints in an efficient and timely manner.

11. Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of information technology.

12. Provides backup support for other information technology staff as necessary.

13. Performs related duties as required.

QUALIFICATIONS
The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:
Operating characteristics of computer systems and procedures.
Basic principles used in the analysis, design, programming, and maintenance of computer systems.
Computer operating systems and local area network applications.
Network topologies, protocols, hardware, structures and cabling.
Network environments and local area network operations.
Various commercially packaged software including word processing, spreadsheet, data base, and graphics applications.
Principles and methods of training and instruction.
Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.
Essential application and limitations of popular business office productivity software tools.
Print server installation, configuration and troubleshooting.

Ability to:
Install computer equipment, related peripherals and software.
Identify and troubleshoot computer and network problems and implement solutions.
Understand, interpret, and effectively explain hardware and software applications to users.
Rapidly analyze and resolve many types of technical problems.
Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.
Adapt to changing technologies and learn functionality of new equipment and systems.
Work independently to analyze problems and implement solutions.
Implement and maintain workstation security settings and accounts.
Test/evaluate system and application software and recommend needed changes.
Understand various administrative activities and office functions.
Organize and prioritize work schedule and handle multiple priorities.
Maintain efficient and effective automated systems;
Explain technical or abstract concepts in clear and understandable terms while assisting/training system users with minimal technical background.
Type or enter data at a speed necessary for successful job performance.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience Guidelines - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Education/Training:
Equivalent to the completion of the twelfth grade supplemented by college level course work or specialized training in information technology, computer science, or a related field.

Experience:
Two years of responsible technical information systems experience.

License or Certificate:
Possession of, or ability to obtain, an appropriate driver's license.

Industry accepted network certifications are desirable.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT
The conditions 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 job functions.

Environment: Work is performed primarily in a standard office environment with some travel to different sites; incumbents may be required to work extended hours including evenings and weekends; work is frequently stressful; regular contact with department staff and employees at all levels of other departments, consultants, and vendors.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction.

Grade: 3-56
Union: Yes/GGU
FLSA: Non-Exempt
Date Approved: March 16, 2002
Date Amended:
Date Amended: June, 2007 (*Johnson & Associates)*
Date Amended: December 2018
Date Amended: August 2019

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Human Resources Manager Approval

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City Manager Approval