April 13, 2017

TO: City of Lincoln Personnel Board Members

SUBJECT: Personnel Board Meeting
Thursday, April 20, 2017
1:30 p.m., Council Chambers
County-City Building

AGENDA

ITEM 1: Request to create the following classifications:

<table>
<thead>
<tr>
<th>CLASS CODE</th>
<th>CLASS TITLE</th>
<th>PROPOSED PAY RANGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1995</td>
<td>Traffic Sign Worker</td>
<td>C23 ($43,053.92 – $54,978.56)</td>
</tr>
<tr>
<td>1996</td>
<td>Traffic Technician</td>
<td>C28 ($48,657.44 – $62,131.68)</td>
</tr>
<tr>
<td>1997</td>
<td>Senior Traffic Technician</td>
<td>C34 ($56,184.96 – $71,743.36)</td>
</tr>
<tr>
<td>1998</td>
<td>Engineering Technician</td>
<td>C30 ($50,999.52 – $65,126.88)</td>
</tr>
<tr>
<td>1999</td>
<td>Senior Engineering Technician</td>
<td>C34 ($56,184.96 – $71,743.36)</td>
</tr>
<tr>
<td>5312</td>
<td>Biosolids Coordinator</td>
<td>C30 ($50,999.52 – $65,126.88)</td>
</tr>
</tbody>
</table>

ITEM 2: Request to revise the classification and title of the following classifications:

<table>
<thead>
<tr>
<th>CLASS CODE</th>
<th>CURRENT TITLE</th>
<th>PROPOSED TITLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1495</td>
<td>Microcomputer Support Specialist I</td>
<td>Technology Support Specialist I</td>
</tr>
<tr>
<td></td>
<td>(C30)</td>
<td>(C30)</td>
</tr>
<tr>
<td>1496</td>
<td>Microcomputer Support Specialist II</td>
<td>Technology Support Specialist II</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(C36)</td>
</tr>
</tbody>
</table>

ITEM 3: Request to revise the classification, title and change the pay range of the following classification:

<table>
<thead>
<tr>
<th>CLASS CODE</th>
<th>CURRENT TITLE</th>
<th>PROPOSED TITLE</th>
<th>CURRENT PAY RANGE</th>
<th>PROPOSED PAY RANGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1497</td>
<td>Microcomputer Support Supervisor</td>
<td>Technology Support Supervisor I</td>
<td>M02 ($64,964.64 – $108,775.68)</td>
<td>M01 ($52,289.12 – $87,551.36)</td>
</tr>
</tbody>
</table>

ITEM 4: Miscellaneous Discussion

PC: Teresa Meier, City Clerk
    Miki Esposito
    Brandon Kauffman

ACCOMMODATION NOTICE
The City of Lincoln complies with Title VI of the Civil Rights Act of 1964 and Section 504 of the Rehabilitation Act of 1973 guidelines. Ensuring the public’s access to and participating in public meetings is a priority for the City of Lincoln. In the event you are in need of a reasonable accommodation in order to attend or participate in a public meeting conducted by the City of Lincoln, please contact the Director of Equity and Diversity, Lincoln Commission on Human Rights, at 402 441-7624 as soon as possible before the scheduled meeting date in order to make your request.

F:\HRStaffPrivate\Boards\2017 CITY PBIKE4831M PB 4-20-17 Agenda.wpd
TRAFFIC SIGN WORKER

NATURE OF WORK

This is technical work in connection with the Traffic Operations section of the Engineering Services Division.

Work involves providing safe and effective traffic control for vehicular and pedestrian traffic. This includes the installation and maintenance of traffic signs and pavement markings. Direct supervision is received from a technical or administrative superior depending on the nature of the work being performed to assure conformance with instructions, quality and accuracy.

EXAMPLES OF WORK PERFORMED

Installs, removes, relocates or replaces traffic signs and/or pavement markings as directed on work orders, based upon replacement program or as observed.

Maintains and updates the signing and marking database as required.

Inspects signing and markings installed by a contractor to ensure work is completed in accordance with project plans.

Transports, place and program dynamic message signs.

Performs related work as required.

DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS

Some knowledge of City, County, State or Federal transportation planning processes.

Some knowledge of engineering/planning software and applications.

Some knowledge of the Manual on Uniform Traffic Control Devices.

Some knowledge of signing/marking installation practices.

Some knowledge of spreadsheet, word processing, database and e-mail software.

Ability to understand and follow oral and written instructions.

Ability to establish and maintain effective working relationships with other City departments, co-workers and the general public.

Ability to communicate effectively both orally and in writing.
MINIMUM QUALIFICATIONS

Graduation from a senior high school or equivalent plus coursework and/or experience in computer science or other civil engineering field, the electrical or electronic field; and 2 years of experience of a technical nature; or any equivalent combination of training and experience that provides the desirable knowledge, abilities and skills.

NECESSARY SPECIAL REQUIREMENTS

Possession of a valid driver's license when operating a vehicle may be necessary to the satisfactory performance of assigned duties for some positions within this classification.

Approved Work Zone Temporary Traffic Control Safety Certification.

Must have Sign and Pavement Marking Technician Level II Certification within 12 months of date of hire.
TRAFFIC TECHNICIAN

NATURE OF WORK

This is advanced technical work in connection with the Traffic Operations section of the Engineering Services Division.

Work responsibilities may include one or more of the following: maintenance and operations of the City traffic signal system; construction inspection of traffic signal installations; traffic signal facility Locates through the on-call Locate system; routine cabinet and overhead equipment maintenance; electrical wiring tasks; coordination with electrical contractors; final system testing and acceptance; mobile database editing; emergency response to signal equipment failures; vehicle detection troubleshooting and minor signal timing inputs. Supervision is received from a technical or administrative superior who reviews results to assure adherence to accepted engineering principles.

EXAMPLES OF WORK PERFORMED

Reviews and responds to inquiries, requests and complaints pertaining to traffic signal installation, operation and removal.

Performs field inspections of traffic signal installations and removal performed by outside contractors.

Installs, removes or assembles traffic signal subassemblies.

Conducts maintenance of the traffic signal system.

Responds to trouble calls; makes necessary repairs to reestablish proper intersection control; responds to locate calls.

Updates local intersection controller timing.

Troubleshoots, isolates problems and replaces defective signal components.

Performs related work as required.

DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of City, County, State or Federal transportation planning processes.

Knowledge of engineering/planning software and applications.

Knowledge of spreadsheet, word processing, database and e-mail software.

Knowledge of traffic signal communications systems.

Ability to understand and follow oral and written instructions.

Ability to establish and maintain effective working relationships with other City departments, co-workers and the general public.
Ability to communicate effectively both orally and in writing.

Ability to read electrical diagrams or schematics.

Ability to troubleshoot traffic signal equipment.

MINIMUM QUALIFICATIONS

Associates Degree in computer science or civil engineering field, the electrical or electronic field; and 3 years of experience of a technical nature; or any equivalent combination of training and experience that provides the desirable knowledge, abilities and skills.

SPECIAL NECESSARY REQUIREMENTS

Possession of a valid driver's license when operating a vehicle may be necessary to the satisfactory performance of assigned duties for some positions within this classification.

Must have Sign and Pavement Marking Technician Level II Certification within 12 months of date of hire.

*Depending upon area of assignment, additional special requirements may be identified on the employee position description.

PS1996
NATURE OF WORK

This is advanced and highly technical work in connection with the Traffic Operations section of the Engineering Services Division.

Work responsibilities may include one or more of the following: overseeing the work of subordinate personnel involved in the maintenance, installation and construction management of traffic control signs or devices; support traffic engineering safety and operational analyses; conducting and/or reviewing engineering studies; reviewing and analyzing requests for coordinating implementation of traffic control signs, signals or devices; pavement markings and traffic signal installations; support traffic engineering project development and management activities; support Lincoln’s citywide wired and wireless communications system; maintenance and operation of single mode and multimode fiber optics, copper and wireless radio solutions. Limited supervision is received from a technical or administrative superior in the form of general guidance and review of records, reports and final outcome.

EXAMPLES OF WORK PERFORMED

Reviews and revises signing and marking plans for changing street and traffic conditions.

Reviews and responds to inquiries, requests and complaints pertaining to traffic signing, marking and/or parking meter installation, operation and removal.

Conducts and reviews engineering studies necessary for evaluations of specific traffic control requests.

Performs field inspections of traffic signing, pavement markings, traffic signal installations, ITS devices and communications installations and removal performed by outside contractors.

Prepares annual crash data summary information and development of countermeasures.

Operates the City Automated Traffic Management System (ATMS) software system to ensure proper Intelligent Transportation System (ITS) device operation.

Plans future network upgrades and associated program costs, develops specifications and conducts coordination of project designs.

Conducts maintenance of the communications system while responding to trouble calls.

Performs related work as required.

DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS

Considerable knowledge of City, County, State or Federal transportation planning processes.

Considerable knowledge of the Manual on Uniform Traffic Control Devices.

Considerable knowledge of engineering/planning software and applications.
Considerable knowledge of spreadsheet, word processing, database and e-mail software.

Ability to understand and follow complex oral and written instructions.

Ability to prepare a variety of technical memorandums and reports.

Ability to work independently on a variety of assigned projects with only periodic and general supervision and instructions.

Ability to understand and follow complex oral and written instructions.

Ability to establish and maintain effective working relationships with other government agencies, citizen committees, the media, public officials, other City departments, co-workers and the general public.

Ability to communicate effectively both orally and in writing.

MINIMUM QUALIFICATIONS

Associates degree in computer science or civil engineering field, the electrical or electronic field; and 5 years of experience of a technical nature; or any equivalent combination of training and experience that provides the desirable knowledge, abilities and skills.

NECESSARY SPECIAL REQUIREMENTS

Possession of a valid driver's license when operating a vehicle may be necessary to the satisfactory performance of assigned duties for some positions within this classification.

Must have Sign and Pavement Marking Technician Level II Certification within 12 months of date of hire.

*Depending upon area of assignment, additional special requirements may be identified on the employee position description.

PS1997
ENGINEERING TECHNICIAN

NATURE OF WORK

This is advanced technical work in connection with the Engineering Services Division of the Public Works Department.

Work involves the various phases of design, construction and record-keeping work necessary to plan, construct and record engineering projects. Work responsibilities may include one or more of the following: advanced level manual and/or computer-aided drafting; advanced level engineering surveying involving public works and utility projects; construction inspection; laboratory testing of sample construction materials; assisting in implementing and enforcing the provisions of the Lincoln Municipal Code and design standards; scheduling, performing and overseeing data collection, tabulation and summary. Supervision is received from a technical or administrative superior who reviews results to assure adherence to accepted engineering principles.

EXAMPLES OF WORK PERFORMED

Inspects and enforces provisions of the Lincoln Municipal Code, Design Standards and Standard Specifications as they pertain to private construction within the public right-of-way; maintains field records on a daily basis; charts progress; calculates quantities; initiates contract modifications; compiles draft progress estimates.

Performs material testing necessary and specific to the project observed; coordinates field testing by the city lab or other agencies.

Participates and contributes in project preliminary design and planning of public infrastructure projects; performs Computer Aided Design.

Completes facility inspections and rating of infrastructure; provides visual and written evidence of such inspections.

Performs field and laboratory quality tests on construction materials; reports results to project personnel; updates the record database.

Monitors operations and procedures at material production plants and construction sites; obtains required material samples and certifications.

Calibrates and maintains laboratory equipment; utilizes proper safety and cleanup practices in the daily work routine.

Prepares and maintains contract documents, identifies right-of-way acquisition, conducts meetings, processes payments and project close out.

Coordinates and compiles documents for residential and commercial development including preliminary review of paperwork for completeness and accuracy.

Compiles information related to fees and bonds related to development and contracting including receiving, reviewing, tracking and releasing bonds.
Conducts reviews of various building and developer plans including plans associated with street and right-of-way permit applications to ensure compliance with the Lincoln Municipal Code, the Lincoln Standard Specifications and the City of Lincoln Design Standards.

Provides graphic support, develops and recommends new, as well as maintains existing database management systems.

Performs related work as required.

DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of City, County, State or Federal transportation planning processes.

Knowledge of engineering/planning software and applications.

Knowledge of spreadsheet, word processing, database and e-mail software.

Knowledge of field surveying.

Ability to understand and follow oral and written instructions.

Ability to establish and maintain effective working relationships with other government agencies, citizen committees, the media, public officials, other City departments, co-workers and the general public.

Ability to communicate effectively both orally and in writing.

MINIMUM QUALIFICATIONS

Associates degree in construction management or civil engineering field and 3 years of experience with drafting, surveying and/or related engineering work; or any equivalent combination of training and experience that provides the desirable knowledge, abilities and skills.

SPECIAL NECESSARY REQUIREMENTS

Possession of a valid driver's license when operating a vehicle may be necessary to the satisfactory performance of assigned duties for some positions within this classification.

*Depending upon area of assignment, additional special requirements may be identified on the employee position description.
NATURE OF WORK

This is advanced and highly technical work in connection with the Engineering Services Division of the Public Works Department.

Work responsibilities may include one or more of the following: supervision of a survey field party; construction management of complex projects; construction materials testing and inspection; implementing and enforcing the provisions of the Lincoln Municipal Code and design standards and standard specifications; collection, computation and analysis of large volumes of data; development and maintenance of various databases; drafting/designing public infrastructure projects. Supervision may be exercised over subordinates engaged in any of the above areas of responsibility. Limited supervision is received from a technical or administrative superior in the form of general guidance and review of records, reports and final outcome.

EXAMPLES OF WORK PERFORMED

Prepares and reviews plans, special provisions, cost estimates and meets with other divisions, organizations or agencies during various stages of designs.

Supervises subordinate staff and provides direction pertaining to questions of policies, standards and procedures.

Oversees technical work of design, inspection, review and train personnel; drafts Public Utilities, designs Public Utilities, acts as Project Manager.

Maintains a system of testing records and reports; oversees testing lab operation with regard to equipment, procedures and supply inventory.

Prepares necessary pay estimates, contract modifications and change orders including negotiating prices with contractor; oversees consultant construction phase activities and be available for consultation or questions that arise.

Assist in the coordination and prepare departmental reviews and recommendations regarding proposed public and private development.

Schedules projects to meet completion date; sets and keeps deadlines; discusses the impacts of design and/or construction with the customer.

Prepares and maintains contract documents, identifies right-of-way acquisition, conducts meetings, processes payments and project close out.

Compiles information related to fees and bonds related to development and contracting including receiving, reviewing, tracking and releasing bonds.

Conducts reviews of various building and developer plans including plans associated with street and right-of-way permit applications to ensure compliance with the Lincoln Municipal Code, the Lincoln Standard Specifications and the City of Lincoln Design Standards.
Provides graphic support, develops and recommends new, as well as maintains existing database management systems.

Performs related work as required.

DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS

Considerable knowledge of City, County, State or Federal transportation planning processes.

Considerable knowledge of engineering/planning software and applications.

Considerable knowledge of spreadsheet, word processing, database and e-mail software.

Ability to understand and follow complex oral and written instructions.

Ability to prepare a variety of technical memorandums and reports.

Ability to work independently on a variety of assigned projects with only periodic and general supervision and instructions.

Ability to understand and follow complex oral and written instructions.

Ability to establish and maintain effective working relationships with other government agencies, citizen committees, the media, public officials, other City departments, co-workers and the general public.

Ability to communicate effectively both orally and in writing.

MINIMUM QUALIFICATIONS

Associates degree in construction management, computer science, drafting or other related engineering field (civil or surveying), the electrical or electronic field; and 5 years of experience of a technical nature; or any equivalent combination of training and experience that provides the desirable knowledge, abilities and skills.

NECESSARY SPECIAL REQUIREMENTS

Possession of a valid driver's license when operating a vehicle may be necessary to the satisfactory performance of assigned duties for some positions within this classification.

*Depending upon area of assignment, additional special requirements may be identified on the employee position description.

PS1999
BIOSOLIDS COORDINATOR

NATURE OF WORK

This is responsible technical and administrative work for the coordination of agricultural land application of biosolids from the City of Lincoln municipal water resource recovery facilities.

Work involves responsibility for working with farmer cooperators contracting the use of biosolids as an organic fertilizer and soil amendment on agricultural crop lands in Lancaster County. Work also involves careful attention to regulatory compliance; supervision of land application; coordinate transportation of biosolids; detailed record keeping of laboratory analysis; soil tests, application rates, historic and specific land application data for individual fields, farms and cooperators. Supervision is received from an Administrative Superior with work being reviewed in the form of oral, written or electronic reports, accuracy of information communicated and the effectiveness of programs provided.

EXAMPLES OF WORK PERFORMED

Maintain professional relations with program participants and recruit new farmer cooperators to use biosolids as an organic fertilizer and soil amendment on agricultural crop lands.

Coordinate and manage contracts with participating cooperators and insure timely application and payment.

Coordinate contract operations for the transportation of biosolids to application sites.

Provide educational and training support to participating cooperators; participate in related educational improvement and training opportunities; work with County Extension, Water Environment Federation (WEF), Environmental Protection Agency (EPA) and other professional and regulatory organizations, to develop and deliver related educational programs, activities and events.

Supervise land application; assure best practice recommendations, regulatory and compliance by cooperators.

Perform soil sampling and/or contract soil sampling for testing and analysis.

Evaluate soil analysis and recommend biosolids application rates in accordance with best crop and soil management practices and environmental requirements or considerations.

Maintain accurate and detailed land application records and prepare detailed reports as it relates to biosolids quality, quantity, field applications, temporary storage, contracts and regulatory requirements as requested.

Process and provide GIS/GPS mapping and field documentation as required.

Investigate and respond to inquiries and complaints related to the program.

Perform related work as required.
DESIRABLE KNOWLEDGE, ABILITIES, AND SKILLS

Considerable knowledge, experience or training in subject matter related to the specific duties of the position and its relation to agriculture science and work methods, cooperative extension recommendations and industry best practice.

Knowledge in the use of database and spreadsheet software applications and GIS/GPS technology required for certain work responsibilities within this classification.

Knowledge in production agriculture, cropping systems and conservation of natural resources.

Ability to analyze information and prepare reports to ensure accurate documentation in accordance with requirements of regulatory departments and agencies.

Ability to communicate effectively both orally and in writing.

Ability to establish and maintain effective working relationships with administrators, co-workers, farm cooperators and the general public.

MINIMUM QUALIFICATIONS

Graduation from an accredited four-year college or university with major coursework in agriculture, soil science, horticulture, natural resources or related field plus six (6) months experience serving in a related area as described or any equivalent combination of training and experience that provides the desirable knowledge, abilities, and skills.

NECESSARY SPECIAL REQUIREMENT

Possession of a valid driver's license when operating a vehicle is necessary for the satisfactory performance of assigned duties.

4/17
PS5312
MICROCOMPUTER TECHNOLOGY SUPPORT SPECIALIST I

NATURE OF WORK

This is responsible technical work in the use and development of microcomputer hardware and software used to support the City and County microcomputer environment.

Work involves responsibility for providing technical assistance to City and County customers in the use of end-user oriented microcomputer applications and word processing programs, office technology solutions. Work also includes use of new hardware and software. This classification is designed for departments utilizing robust and varied technologies. Work is performed under the general supervision of the Microcomputer Technology Support Supervisor.

EXAMPLES OF WORK PERFORMED

Provides technical assistance to microcomputer customers for end-user oriented microcomputer applications and word processing software, office technology solutions and networking systems.

Provides technical assistance to e-mail customers to include upgrades, installations, performance monitoring and development of applications.

Designs, develops and supports customer applications for microcomputers; meets with customers to determine program requirements; prepares documentation and related information.

Installs new hardware and software packages in order to upgrade existing systems; trains customers in the use of hardware and software.

Researches and resolves reported problems; diagnoses microcomputer and word processing office technology problems in hardware and software; performs repairs as needed.

Assists in the evaluation of new systems software packages and new hardware.

Maintains records of projects, hardware and software.

Performs related work as required.

DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of the functions and capabilities of computer hardware.

Knowledge of software installation and maintenance.

Knowledge of computer capabilities and associated networking equipment.

Knowledge of e-mail related hardware and software to include installation and maintenance.

Knowledge of database management, systems and technology.

Ability to analyze problems and organize their component parts into logical steps.
Ability to establish and maintain effective working relationships with supervisors, co-workers and customers.

Ability to manage multiple responsibilities concurrently.

Ability to communicate effectively both orally and in writing.

Ability to utilize technical manuals relating to programming languages, system operations and database management.

**DESI RABLE TRAINING AND EXPERIENCE**

Graduation from a senior high school or equivalent and experience in the use of microcomputers and microcomputer software.

**M I N I M U M Q U A L I F I C AT I O N S**

Graduation from a senior high school or equivalent **Associate’s degree in computer science or related field** and some **six months** experience in the use of microcomputer equipment; or any equivalent combination of training and experience that provides the desirable knowledge, abilities and skills.
MICROCOMPUTER TECHNOLOGY SUPPORT SPECIALIST II

NATURE OF WORK

This is advanced responsible technical work in the use and development, installation, implementation, use and support of microcomputer hardware and software, and other integrated technology used to support the City and County microcomputer business environment.

Work involves responsibility for providing advanced technical assistance to City and County customers in the use of microcomputer programs and applications. Work also includes maintaining detailed records of hardware and software; preparing reports; assisting in the preparation of bid specifications; and evaluating hardware and software needs. Technical assistance will be provided to Microcomputer Technology Support Specialist I's. This classification is designed for departments utilizing robust and varied technologies. Work is performed under the general supervision of the Microcomputer Technology Support Supervisor.

EXAMPLES OF WORK PERFORMED

Leads subordinate staff and provides direction pertaining to any computer related questions.

Provides technical assistance, support, direction and training to customers for end-user oriented microcomputer software, and unique agency applications and networking systems.

Provides technical assistance to e-mail customers to include upgrades, installations, performance monitoring and development of applications.

Designs and develops customer applications for microcomputers; meets with customers to determine system requirements; prepares documentation and related information.

Trains customers in the operation of microcomputer hardware and software.

Installs or assists in the installation of new microcomputer systems, and hardware and software upgrades to existing systems; diagnoses problems in hardware and software; performs appropriate repairs.

Analyzes, reviews, and develops security solutions for complex enterprise systems; integrates security solutions across varying platforms and systems.

Designs, develops, and integrates enterprise network solutions including switches, routers, access points, controllers, desktops, servers, tablets, laptops, phones, audio conferencing, video conferencing, instant messaging, email and file sharing.

Maintains records of projects, hardware and software; prepares reports and bid specifications.

Performs related work as required.

DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS

Considerable knowledge of the functions and capabilities of microcomputer hardware.

Considerable knowledge of software installation and maintenance.
Considerable knowledge of computer capabilities and associated networking equipment.

Considerable knowledge of e-mail related hardware and software to include installation, and maintenance, upgrade, administration and training.

Considerable knowledge of database management, systems and technology.

Considerable knowledge of Novell Netware, and of IBM compatible micro computer hardware and components.

Knowledge of mainframe emulation products including the installation and configuration of mainframe emulation servers.

Ability to install and configure Novell Netware.

Ability to design and install Token Ring and Ethernet networks.

Ability to exhibit independent judgment and initiative in analyzing data processing hardware, software and application systems and to make sound recommendations and modifications.

Ability to establish and maintain effective working relationships with supervisors, co-workers and customers.

Ability to manage multiple responsibilities concurrently.

Ability to communicate effectively both orally and in writing.

Ability to utilize technical manuals relating to programming languages, system operations and database management.

**DESIABLE TRAINING AND EXPERIENCE**

Graduation from a senior high school or equivalent supplemented by vocational or college-level coursework in computer science or related field and experience in the use of microcomputers.

**MINIMUM QUALIFICATIONS**

Graduation from an accredited four-year college or university with major coursework in computer science or related field with a minimum of two (2) years experience as a Microcomputer Technology Support Specialist I and successful completion of job-related examination; or any equivalent combination of training and experience that provides the desirable knowledge, abilities and skills.
MICROCOMPUTER TECHNOLOGY SUPPORT SUPERVISOR I

NATURE OF WORK

This is highly responsible technical and supervisory work directing and controlling the installation, maintenance and support of microcomputer hardware and software used to support the City and County-microcomputer environment technology infrastructure.

Work involves responsibility for supervising, designing and directing the installation of hardware and software, and the management of microcomputer systems and the support for the technology infrastructure. An employee in this classification is expected to exercise considerable independent judgment and personal initiative in the performance of assigned duties. Supervision is exercised over subordinate technical personnel. This classification is designed for departments utilizing robust and varied technologies. General supervision is received from the Technology Support Supervisor II and/or Technical Support/Operations Coordinator or the Microcomputer/Network Support Coordinator.

EXAMPLES OF WORK PERFORMED

Designs, coordinates and supervises the installation, upgrading and monitoring of microcomputer hardware and software; assists customers in planning for the acquisition and use of microcomputer system components.

Reviews and monitors microcomputer system components and training to ensure maximum performance; evaluates and recommends hardware configurations and improvements; prepares cost estimates for proposed microcomputer hardware and software.

Acts as the primary liaison between customers and the Information Services Division or other technology support divisions; investigates problems to determine general nature and area of responsibility; keeps customers informed as to problem status; tracks the problem through final resolution.

Installs or assists in the installation of new microcomputer systems, and hardware and software upgrades to existing systems; diagnoses problems in hardware and software; performs appropriate repairs or coordinates repairs with third party vendors.

Analyzes, reviews, develops and supervises security solutions for complex systems; integrates security solutions across varying platforms and systems.

Designs, develops, integrates and supervises enterprise network solutions including switches, routers, access points, controllers, desktops, servers, tablets, laptops, phones, audio conferencing, video conferencing, instant messaging, email and file sharing.

Coordinates, schedules and directs technology support including service/help desk operations, procurement of technology, asset and inventory management, systems and backup operations, systems and backup administration, report distribution and administration and other operation duties for Information Services Division or other technology support divisions.

Writes operational documentation and recommends revision to operating procedures and policies.

Assists in the preparation of budgets for hardware, software, maintenance, forms, supplies and other operating costs.
Updates and maintains disaster recovery documentation; revises disaster recovery hardware configuration listings.

Supervises subordinate technical personnel; assigns, directs, coordinates and evaluates work.

Coordinates the maintenance of records of hardware and software projects; prepares reports and bid specifications.

Performs related work as required.

DESIRABLE KNOWLEDGE, ABILITIES, AND SKILLS

Thorough knowledge of the functions and capabilities of microcomputer hardware.

Thorough knowledge of software installation and maintenance.

Thorough knowledge of computer capabilities and associated networking components.

Thorough knowledge of Ethernet networks.

Thorough knowledge of IBM x86, x64 and compatible microcomputer hardware and components.

Thorough knowledge of Novell Netware and of mainframe emulation products.

Knowledge of the principles of management and organization.

Knowledge of organizational and administrative policies and procedures.

Ability to assign, coordinate, supervise and evaluate the work of subordinate technical employees.

Ability to manage multiple responsibilities concurrently.

Ability to communicate effectively both orally and in writing.

Ability to establish and maintain effective working relationships with co-workers, subordinates, and customers.

Ability to exhibit independent judgment and initiative in analyzing data processing systems.

DESIRABLE TRAINING AND EXPERIENCE

Graduation from an accredited four-year college or university with major coursework in computer science, business administration, or related field plus considerable supervisory experience in the area of microcomputer installation and support.

MINIMUM QUALIFICATIONS
Graduation from an accredited four-year college or university with major coursework in computer science, business administration, or related field and considerable four (4) years of experience in the use and development of microcomputer systems plus supervisory experience; or any equivalent combination of training and experience that provides the desirable knowledge, abilities and skills.