

PC SERVICES CONSULTANT I/II

Purpose:

To actively support and uphold the City's stated mission and values. To perform on-site customer support and resolve user problems, and to perform a variety of complex technical duties in the analysis, evaluation and implementation of a PC systems client based network.

Distinguishing Characteristics:

<u>PC Services Consultant I</u> – This is the entry-level class in PC Services series. This class is distinguished from the PC Services Consultant II by troubleshooting and resolving tasks which are less complex than those performed by the PC Services Consultant II. This level is assigned to a PC Services Consultant II for training.

PC Services Consultant II – This is the full journey level within the PC Services series. Employees within this class are distinguished from the PC Services Consultant I by the performance of more complex assignments. Employees within this class are further distinguished from positions in the Technical Support Analyst series by the focus on PC related issues as opposed to City infrastructure network systems issues. Employees at this level receive only occasional instruction and assistance as new and unusual situations arise. Positions in this class are flexibly staffed and are normally filled by advancement from the I level once the employee is performing work at the journey level, is off probation, and meets the minimum qualifications for the class.

Supervision Received and Exercised:

PC Services Consultant I

Receives close supervision from the PC Services Supervisor or other management staff.

PC Services Consultant II

Receives general supervision from PC Services Supervisor or other management staff.

Effective: 1997 Revised January 2000 Revised July 2005 Revised March 2009 (FLSA status)

Examples of Duties:

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Duties may include, but are not limited to, the following:

- Provide both remote and on-site technical assistance to all users; research, analyze and resolve user problems with hardware and in-house or purchased software.
- Evaluate the performance of the City's personal computers and applications; analyze problems and develop solutions to operational problems; diagnose and repair users' personal computer equipment in the event of a hardware malfunction or work stoppage.
- Determine the causes of malfunctions of users' computer equipment. May contact computer vendor for assistance in the event of a major malfunction, including PC hardware and operational system software failures.
- Assist in the design of, and recommend improvements and modification to, computer system software models used in the city's ongoing PC change-out (i.e. refresh) project.
- Troubleshoot and resolve PC hardware and software problems.
- Install hardware and operating system software for the City's personal computers and perform hardware and software upgrades.
- Assist in evaluating and making recommendations regarding the performance of City computing resources to include databases, spreadsheets, word processors and graphics based products for application performance. May evaluate software application usage and make recommendations for citywide use and future upgrade needs.
- Provide technical assistance to staff in all departments regarding computer difficulties; analyze departmental problems and recommend solutions to meet operational needs.
- Attend professional meetings and seminars as required
- Perform related duties as assigned.

CITY OF TEMPE
PC Services Consultant I/II (continued)

Experience and Training Guidelines:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. The hiring department may include job related experience, training or license and certification preferences at the time of recruitment. A typical way to obtain the knowledge and abilities would be:

Experience:

PC Services Consultant I

Two years of responsible PC systems and customer support experience within the current technologies (e.g. client based operating systems such as Windows XP, Novell and Microsoft networking technologies, Internet/Intranet, database applications such as Oracle and MS Access, and desktop applications).

PC Services Consultant II

Three years of responsible PC systems and customer support experience within the current technologies (e.g. client based operating systems such as Windows XP, Novell and Microsoft networking technologies, Internet/Intranet, database applications such as Oracle and MS Access, and desktop applications).

Training:

Equivalent to a Bachelor's degree from an accredited college or university with major course work in computer information systems or a related field

Licenses/Certifications:

Possession of, or must obtain, certification in appropriate technologies (e.g. Novell and Microsoft)

Requires the possession of a valid driver's license.

This position is included in the City's classified service, pursuant to City of Tempe Personnel Rules and Regulations, Rule 1, Section 103.

Job Code: 195/309

FLSA: Exempt