



City of Phoenix

USER TECHNOLOGY SPECIALIST

JOB CODE 09800

Effective Date: Rev. 01/07

DISTINGUISHING FEATURES OF THE CLASS:

The fundamental reason this classification exists is to provide technical hardware and software support to local area network (LAN), wide area network (WAN), mini-mainframe, server, and/or work station computer users, which may include establishing computer aided dispatch (CAD), emergency response, telecommunications, avionics, and other systems. Work includes assisting users with the evaluation, selection, acquisition, and installation of hardware, software, and communications packages; providing hardware, software, and communications problem analysis support; advising users in technical areas leading to improved productivity and better integration of technology into operations; and assisting with the preparation and evaluation of hardware and software configuration and network plans in support of user requests. This classification is distinguished from the senior level by the absence of responsibility for serving as a project leader in the study, acquisition, or installation of user technology packages. Supervision is received from a Senior or Lead User Technology Specialist, or other supervisor.

ESSENTIAL FUNCTIONS:

- Analyzes and diagnoses the most commonly found problems such as in LAN, WAN, mini-mainframe, server, CAD, emergency response, and work station computer hardware and software-controlled systems, telecommunications systems, and avionics;
- Repairs, reconfigures, assembles, integrates, and tests basic and complex systems, configurations and networks;
- Assists with the evaluation of functional capabilities of proposed new, small computer systems which may include mobile computer terminals (MCTs), automatic vehicle locators (AVLs), radio emergency response systems, microcomputers, and hardware and software associated with telecommunications equipment and systems;
- Develops and maintains inventory of computer and/or telecommunications-related equipment and peripherals, hardware and software;
- Assists in analyzing departmental systems needs and recommendations, and conducting business systems analysis, computer and/or telecommunications system configuration planning and training;
- Conducts technical training;
- Installs and maintains alerting system packages;



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- Installs and maintains fixed telecommunications routers, switches, multiplexers, copper, fiber, and wireless circuit termination equipment and fixed, portable, or mobile end-user devices;
- Provides first level end-user support in areas such as printing, network logons, department and office software applications, telecommunications circuit and end-user device troubleshooting;
- Maintains regular and reliable attendance.
- Demonstrates superior seamless customer service, integrity, and commitment to innovation, efficiency, and fiscally responsible activity.

Required Knowledge, Skills and Abilities:

Knowledge of:

- LAN, WAN, mini-mainframe, server, and work station computer system, telecommunications circuit and end-user device operations and troubleshooting.
- A variety of PC functions, such as word processing, spreadsheet, graphics, database management, telecommunications, hardware, and PC operating systems and packages.
- Capabilities, limitations, and functional applications of a variety of LAN, WAN, mini-mainframe, server, telecommunications, and work station computer systems integration.
- Principles and methods of training and documentation.
- The electronic communications field, with mastery in digital communications systems and associated peripheral equipment.
- The uses, calibration, and care of electronic test equipment.
- Specialized test equipment and diagnostics used for troubleshooting computer and/or telecommunications systems.
- Computer programming, computer communications systems, and peripheral equipment.
- Preventive maintenance procedures for computers and peripheral equipment.
- Cable distribution and basic principles of electricity.
- Advanced voice and data tele/communications systems and equipment.
- Standard tele/communications wiring, color coding, and connection schemes.
- Computerized and microprocessor controlled telecommunications systems operation and theory.
- Analog and digital electronics.
- LAN technology management, server options, routing protocols, and hardware.
- Ability to:
 - Work cooperatively with other City employees.
 - Diagnose problems or malfunctions and accomplish repairs in a minimal amount of time.
 - Make independent decisions quickly in emergency situations.



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- Communicate in English by phone or in person in a one-to-one or group setting.
- Comprehend and make inferences from material written in the English language, and understand and follow complex schematics, circuit diagrams, service orders, work sheets, floor plans, electrical wiring plans, construction blueprints and related documents.
- Produce written documents in English with clearly organized thoughts using proper sentence construction, punctuation, and grammar.
- Observe, compare, and monitor data to determine compliance with prescribed operating and safety standards.
- Instruct others in a classroom setting.
- Operate a variety of standard office equipment.
- Enter data or information into a terminal, PC, or other keyboard device.
- Perceive the full range of the color spectrum such as in working with electrical wiring.
- Learn job-related material through oral instruction, observation, structured lecture, and reading.
- Move heavy objects such as pieces of equipment weighing 20-50 pounds or more short distances (20 feet or less).
- Remain in a sitting position for extended periods of time.
- Bend or stoop repeatedly over time.
- Work in a variety of weather conditions with exposure to the elements.
- Work safely without presenting a direct threat to self or others.

Additional Requirements:

- Appointments to some positions are subject to meeting appropriate polygraph and background standards.
- Some positions require the use of personal or City vehicles on City business. Individuals must be physically capable of operating the vehicles safely, possess a valid driver's license and have an acceptable driving record. Use of a personal vehicle for City business will be prohibited if the employee is not authorized to drive a City vehicle or if the employee does not have personal insurance coverage.
- Some positions will require the performance of other essential and marginal functions depending upon work location, assignment, or shift.
- Some employees who are trained and certified to climb towers will be called upon occasionally to utilize that skill in the routine performance of their duties.
- Employees who perform avionics maintenance are required to take after-maintenance test flights in the routine performance of their duties.

ACCEPTABLE EXPERIENCE AND TRAINING:



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One year of experience in systems applications analysis, programming **or** telecommunications functions utilizing a variety of hardware and software **or** installation and maintenance of digital systems, radio, and electronic communications systems **or** telephone station equipment and related telecommunications distribution systems **or** avionics maintenance; and course work including training or experience with one or more work station computers and one or more programming languages and one or more operating systems. Other combinations of experience and education that meet the minimum qualifications may be substituted.