



EMPLOYMENT OPPORTUNITY

NEW Water, the brand of the Green Bay Metropolitan Sewerage District, seeks to fill the position of **Computer Support Specialist**. This is a full-time, non-exempt position that reports to the Information Technology Manager. Wage range is \$21.50 – \$30.35. Hiring wage range is: \$21.50 - \$25.27.

SECTION 1		DEMOGRAPHIC INFORMATION	
Job Title	Computer Support Specialist	Division	Business Services
Department	Information Technology	Reports To (Job Title)	Information Technology Manager
Full-Time / Part-Time	Full-Time	Part-Time (Hrs per Wk)	
Pay Grade	TBD	Exempt/Non-exempt	8
Adoption Date (original job description date)	9/2/1999	Last Revision Date	5/20/2013
Approved By (generally same as "Reports To")	Information Technology Manager	Human Resources Approval Date	April 7, 2017
Director Approved By (Job Title)	Executive Director		

SECTION 2	JOB SUMMARY
	<p>This position is responsible for installing, maintaining, troubleshooting and repairing all NEW Water personal computer hardware, software and peripherals operating in a network environment. This position is further characterized by an emphasis on customer service and end user training on the use of workstation hardware, software and other electronic equipment. Duties also include performing basic network and server installation and configuration functions under the guidance of the System Administrators. Position will also be responsible for a number of technologies supported by the Information Technology Department (IT) including but not limited to; Training Center and mobile audio/visual equipment, telecommunications system, security and video monitoring, networked copying, printing and scanning systems, NEW Water cellular telephone program and radio communications system.</p> <p>Position works independently and with other IT staff to support stable and secure operation of NEW Water information networks. This position is one that requires analytical thinking, dependability, cooperation with others, and the ability to communicate technical concepts into terms understandable by those not familiar with such concepts.</p>

SECTION 3.....		DESCRIPTION OF ESSENTIAL RESPONSIBILITIES & DUTIES
		Frequency: Daily, Weekly, Biweekly, Monthly, Quarterly, Annually, or As Needed
	Description of Duties	Frequency
	Key Area: Computer Workstation Hardware and Software Support	60% of job
	Works with internal customers in analyzing their computer hardware and software needs, works with System Administrators and IT Manager in developing hardware and software specifications. Configures and installs new personal computer hardware, application software and related equipment operating on a local area network (LAN).	Daily
	Provides technical assistance to NEW Water users/customers on operation of personal computers and peripheral equipment. Provides recommendations in improving computer operating efficiency.	Daily
	Monitors NEW Water's iTracker technology work request system for user requests, functions as lead contact person for iTracker requests.	Daily
	Acts as the primary Help Desk resource for NEW Water technology users, provides or schedules training as needed on equipment and software.	Daily
	Responsible for troubleshooting workstation and related hardware problems, repairing and/or making arrangements to have repairs made; secures backup or loaner equipment to satisfy user needs.	Daily



Responsible for the overall management of NEW Water workstation, laptop and notebook computers and peripherals including record keeping duties, tracking, storage and recycling of computer equipment.	Daily
Interacts with outside vendors in the configuration and procurement of workstation hardware, software and peripherals.	Weekly
Participates in organizational wide planning with respect to effective utilization of information technology to improve information transfer, efficiency, productivity and network security.	As needed
Provides input to Information Technology Manager in determining budgetary needs.	Annually
Key Area: Network System Support	20% of job
Provide support and assistance to System Administrators in the setup of NEW Water network hardware, including network switches, routers, converters, and wireless LAN (WiFi) equipment.	Daily
Provides assistance to System Administrators in the support of application servers, including hardware host servers and servers operating in a virtual environment.	Daily
Assists System Administrators in the administration of basic network operating functions, including Windows Active Directory, group policy and domain services.	Daily
Assists in the basic operations of server applications including Microsoft Exchange e-mail and SharePoint systems.	Daily
Assist System Administrators in the basic functions of network security systems, including firewall technology, spam filtering, network traffic monitoring and anti-virus systems.	Daily
Key Area: Electronic Technology Support	20% of job
Administer internal PBX telephone system, including Voice over Internet Protocol (VoIP) telephones, analog lines and voice-mail.	Daily
Administer and assist users on NEW Water's Training Center and mobile audio-visual equipment. Work with outside vendors on repair and procurement of equipment.	As Needed
Provide support of NEW Water's radio communication system. Procure equipment as needed, schedule repair of equipment.	As needed
Other:	
Perform other job related duties as assigned.	
Promote and enhance environmental, health, and safety compliance within the work environment and actively engage in improvement efforts.	
Follow organizational policies and procedures.	

SECTION 4 EDUCATION REQUIRED	
Minimum Level of Education	Field(s) of Study
Associate's Degree	Computer Science, Network Administration
Additional Information Regarding the Required Education:	Comparable and/or equivalent training in Information Technology.

SECTION 5 EXPERIENCE REQUIRED	
Years of Experience	2-3 years
Other Specific Experience Required or Preferred	Minimum of 2 years of experience in Microsoft Windows and Server systems operating in an Ethernet TCP/IP wired or wireless environment.

SECTION 6 CERTIFICATION / LICENSURE / TRAINING TO PERFORM JOB		
Required Certification/Licensure	Required Upon Hire?	If no, timeframe to obtain?
Current and valid Wisconsin motor vehicle operator's license.	Y	
Preferred Certification/Licensure		



SECTION 7 ADDITIONAL KNOWLEDGE, SKILLS, AND ABILITIES

Comprehensive knowledge of the principles and practices of information technology management.

Thorough knowledge of the applicability of data processing to a variety of work situations operating over multiple local area networks. Knowledge of server and network hardware including switches, routers, media converters and WiFi equipment.

Thorough knowledge and understanding of network system security concepts including network monitoring tools, anti-virus, spam filtering, and firewall hardware and applications.

Experience with Ethernet topologies and protocols in a wired and wireless network, including TCP/IP and associated security protocols. Thorough understanding of local area networks and the operation of Microsoft Server network operating systems.

Substantial hands-in experience and comprehensive knowledge of the limitations, capabilities, uses, and requirements of personal computer systems including peripheral equipment operating in a Microsoft Windows environment.

Basic understanding of Microsoft SQL Server and Microsoft Access database operation and functionality.

Considerable knowledge of software application programs running both in a stand-alone and network operating system, this includes the Microsoft Office Suite.

Basic knowledge of audio/visual hardware.

Basic knowledge of telecommunications systems including VoIP telephone systems, cellular and radio.

Basic knowledge including but not limited to; financial, maintenance management, e-mail systems and other server based applications software operating in a client/server and browser based environment.

Extensive ability to independently conceptualize ideas and solutions, analyze, organize, and address multiple assignments. The ability to understand new technical concepts and how they work within the existing computer systems.

The necessary skills to express ideas clearly and effectively, both in writing and orally. Ability to establish and maintain effective working relationships with co-workers and external contacts including vendors and technical support staff.

Assigned responsibilities may necessitate access to privileged information, must follow strict standards of confidentiality.

Ability to meet established goals and timetables. Ability to research, identify, and utilize the resources needed for the accomplishment of tasks and project assignments.

SECTION 8 SOFTWARE / TECHNOLOGY UTILIZED

Software & Technology - Including but not limited to:

- Microsoft Server 2005, 2008, 2012. Microsoft SQL Server 2005, 2008, 2012. Microsoft Hyper-V server virtualization.
- OpenDNS, Watchguard firewall system, Sophos anti-virus, MailMarshal anti-spam and content filtering.
- Symantec Backup Exec, Synology, Veeam file backup systems.
- Ruckus WiFi Management system, Genwatch Radio Monitoring system.
- Microsoft Office Pro, 2007, 2013. Microsoft Exchange 2013. Microsoft SharePoint 2010, 2013. Sherpa E-mail Archiving.
- Microsoft Dynamics SL, Sage/Abra Suite, ExecuTime Time & Attendance with electronic time clocks, IBM Maximo.
- ArcGIS - Geographical Information System.
- Iwatsu Telephone system – ICON VN Programmer, Office-Linx Administrator
- Rockwell Automation FactoryTalk View, FactoryTalk Historian. StackVision Continuous Emissions Monitoring.
- Raco Manufacturing Remote Station Monitoring System, Mission Communications Remote Monitoring System.
- StarLIMS Laboratory Information Management System, Simplex-Kantech Security System, ViconNet and Exacqvision Video Monitoring.
- Videx CyberKey electronic access system.

Various network monitoring, utility and deploy software – Acronis Imaging, PDQ Deploy, PDQ Inventory, Wireshark, etc.



SECTION 9 EQUIPMENT / MACHINERY UTILIZED

I.T. Equipment Utilized – Including, but not limited to:

- Hewlett Packard (HP) Enterprise Servers- ProLiant DL Series.
- HP Workstations, laptops, notebooks.
- IBM Lenovo laptops, notebooks.
- Cisco, Netgear, Versitron, N-Tron network switches and routers.
- Ruckus WiFi Equipment with centralized management.
- Iomega and Synology networked attached storage.
- Fiber optic Multimode and Singlemode transceivers
- Various LaserJet and Multifunction Printers.
- Kyocera networked multifunction copiers.
- Axis Communications and other video monitoring cameras and associated hardware.
- Simplex-Kantech security hardware.
- Epson, Casio, AMX, Panamax, Control 4 audio/video equipment.
- Iwatsu VoIP telephones, PBX, voice-mail server. CommView call accounting system.
- Motorola radio communications system.
- Various small computer equipment, media converters, monitors.

SECTION 10 JUDGMENTS / DECISION-MAKING: IMPACT

Description of Duties	Check One
Job Centered / Work Unit: <u>Decisions made</u> are typically isolated to an individual's job or work unit.	<input checked="" type="checkbox"/>
Department-Wide: <u>Decisions made</u> may impact across work units, and involve a significant function of the department. Supervision or management is typically—but not always—a component of the job.	<input type="checkbox"/>
Multiple Departments: <u>Decisions</u> are made on behalf of and impact across multiple departments; or across several sections of a significantly large department.	<input type="checkbox"/>
Entire Organization: <u>Decisions</u> are made on behalf of and affect the entire organization including, but not limited to: employees, customers, vendors, governing body, etc.	<input type="checkbox"/>

SECTION 11 JUDGMENTS / DECISION-MAKING EXAMPLES

Frequency: Daily, Weekly, Biweekly, Monthly, Quarterly, Annually, or As Needed		
Example of Decision / Judgment (3-5 examples)	Job Title of Who Reviews (If Anyone)	Frequency
Determine hardware and software requirements in the configuration of workstations and peripherals based on department standards and the needs of users to perform their duties effectively.	Information Technology Manager	Daily
Understand the impacts of technology failure and how that particular system influences NEW Water operations. Prioritize tasks and duties based on operational importance.	Information Technology Manager	Daily
Administration of users on NEW Water network, determine and configure user accounts to ensure appropriate access to network resources while maintaining network security.	Information Technology Manager, System Administrators	As Needed
Work with vendors, determine and recommend equipment purchases that are cost-effective and provide a "best-value" solution.	Information Technology Manager	As Needed.

SECTION 12 PROBLEM SOLVING



Example of Problem (3-5 examples)	Resources Used
Troubleshoot hardware and software problems on workstations and other electronic equipment, analyze and implement corrective software measures, order replacement parts as necessary.	I.T. coworkers, equipment manuals, Internet technical support.
iTracker (IT Work Request System) request, user has problem operating a software application. Determine if application needs software configuration changes, or if it's a training issue. If needed, provide user training or arrange to schedule training by an outside source.	Software administration manual, I.T. coworkers, training guides or online training resources.
Network connectivity problems (wired and wireless) – user unable to connect to network resources. Determine if hardware or software related, identify network component and repair.	I.T. coworkers, iTracker history.

SECTION 13 WORKING RELATIONSHIPS / INTERACTIONS / CONTACTS

Frequency: Daily, Weekly, Biweekly, Monthly, Quarterly, Annually, or As Needed

Title/Description of Contact	Purpose of Contact	Frequency
Information Technology Manager	Discuss work direction, equipment procurement, IT strategy, NEW Water policies, reviews, budget needs, professional direction/development.	Daily
Information Technology Staff	Discuss project and task strategies, troubleshooting solutions, intra-department communication.	Daily
All NEW Water technology users	Provide technical support, help desk duties, applications training, and equipment troubleshooting and repair.	Daily
NEW Water Maintenance Staff	Installation of electronic equipment or network cabling.	As needed
Computer equipment vendors	Purchasing of new equipment and replacement components.	As needed
Verizon cellular service provider	Purchasing of new equipment, negotiating of price agreements.	As needed
Baycom, Sues Electronics, Camera Corner	Purchase and repair of various radio, audio/visual and other electronic equipment.	As needed
Software applications companies and vendors	Technical support of software applications. New installations, upgrades.	As needed
Outside Contractors	Assists in working with hired electrical contractors on network cabling, power or radio equipment installations.	As needed

SECTION 14 SUPERVISION / MANAGEMENT AUTHORITY

Action	Yes	No	Provides Input
Screen / Interview Applicants	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Hire / Promote Employees	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Provide Written / Verbal Warnings	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Suspend Employees	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Terminate Employees	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Prepare Work Schedules	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Project Management	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provide Work Direction	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Evaluate Performance	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Coach Employees	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>



Train Employees	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Approve Overtime	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Approve Time Off	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Develop / Implement Policies	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Evaluate and Approve Exceptions to Policies	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Classification / Compensation Changes	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Employees <u>Directly</u> Supervised	
# Employees	Job Title
0	
Employees <u>Indirectly</u> Supervised	
# Employees	Job Title
0	

SECTION 15.....WORK ENVIRONMENT / WORKING CONDITIONS / PHYSICAL REQUIREMENTS
 Refer to ErgoFactor Job Analysis for this position for details. (Same as Network Software Administrator)

SECTION 16ADDITIONAL COMMENTS

Interaction with NEW Water personnel is critical to the success of the position. People skills and the ability to translate complex information into understandable terms is important.

Position must recognize the impact of required work tasks and the importance in the operation of NEW Water business and process operations. Recognizes the critical needs and is able to prioritize and schedule work with little guidance. Works well independently.

Systems analysis and troubleshooting skills are important aspects of the position. Standard operating procedures don't always exist, the ability to understand the operations of the entire computer network is critical and the ability to anticipate "upstream" and "downstream" effects of change.

THIS JOB DESCRIPTION IS INTENDED TO IDENTIFY ESSENTIAL DUTIES AND ALSO ILLUSTRATES OTHER TYPES OF DUTIES THAT MAY BE ASSIGNED TO ITS INCUMBENTS. IT SHOULD NOT BE INTERPRETED AS DESCRIBING ALL OF THE DUTIES THAT WILL BE REQUIRED OF EMPLOYEES OR BE USED TO LIMIT THE NATURE AND EXTENT OF ASSIGNMENTS THAT AN INDIVIDUAL IS REQUIRED TO PERFORM.

JOB DESCRIPTIONS ARE SUBJECT TO REVISION AT ANY TIME AT THE DISCRETION OF MANAGEMENT.