



## INFORMATION TECHNOLOGY DEPARTMENT

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P.O. Box 970 • 414 E. First Street • Newberg, Oregon 97132 • 503.537.9421

**ADVERTISEMENT**  
**POST UNTIL September 6, 2013**

**INFORMATION TECHNOLOGY DEPARTMENT**  
**INVITES APPLICATIONS FOR**

**IT SUPPORT SPECIALIST**

(Full-time Contract Position, 2-Year Maximum, with limited Benefits)

**Pay Range & Step: 140(1)**

**Salary: \$3,642**

**The position does include medical, dental, and vision insurance and accrued time off benefits.**

### **THE POSITION:**

Experienced IT Support Specialist providing PC hardware and software support. Knowledge of Microsoft Servers, Networking principles, and Virtualization is essential. Schedule is Monday through Friday, 8AM to 5PM.

### **QUALIFICATIONS:**

**Knowledge, Skills, Abilities:** Excellent communication skills; strong background in operating and maintaining both WAN and LAN networks in a multiple site environment; experience with Microsoft and Linux servers; ability to interact with vendors in a positive manner while protecting the interests of the City; ability to coordinate equipment repair; ability to maintain accurate records; excellent driving record and valid drivers license required. Must be able to pass a criminal history background and a national fingerprint-based record check.

**Experience Level: Intermediate-level** (3-5 years Information Technology experience).

**Education:** High school diploma or GED and some college work.

### **ESSENTIAL JOB FUNCTIONS:**

1. Respond to Tier 1 and 2 Help desk requests.
2. Assist in the implementation of software and hardware upgrades and installations.
3. Administer and maintain servers.
4. Administer and maintain network devices.

5. Provide extensive application software support and troubleshooting.
6. Maintain records of service provided.
7. Maintain a working, cooperative relationship with Staff.
8. Perform others tasks as assigned.

### **JOB REQUIREMENTS:**

**Language Skills:** Ability to read English and comprehend complex technical language. Ability to write memos and correspondence in English. Ability to effectively present information in one-to-one small group situations.

**Mathematical Skills:** Ability to perform basic mathematical calculations with a high degree of accuracy.

**Reasoning Ability:** Ability to apply common sense to carry out detailed, but basic, written or oral instructions in English. Ability to deal with problems involving a few concrete variables in standardized situations.

**Other Skills and Abilities:** Ability to work collaboratively and establish and maintain effective working relationships with co-workers, supervisor(s), staff, students, parents and community.

### **Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is frequently required to walk and may be continuously required to stand. The employee will frequently bend or twist at the neck and trunk while performing the duties of this job. The employee is occasionally required to reach with hands and arms and stoop, kneel, crouch or crawl. The employee continuously uses hand strength to grasp tools. The employee must be able to lift and/or move up to 50 pounds. The employee may be required to sit at a desk and use a computer for long periods of time.

### **WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

Works in an office environment. Able to use a telephone, operate a computer, and use other office equipment. Ability to drive to other sites and meetings.

### **TERMS OF EMPLOYMENT:**

Full-time, contract position not-to-exceed 2-years.

The monthly salary for this position is \$3,642 per month.

The City offers a generous benefit package tailored to this contract, including medical, dental,

and vision insurance along with accrued time off (e.g. sick leave, vacation, and holiday pay).

### **SELECTION PROCESS**

Formal application rating on education, training and experience; oral interview and reference check; and job related tests may be required. A successful criminal background check and national fingerprint-based record check will be required as a condition of employment.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

**Applications** are available from:

City of Newberg  
Human Resources Department  
Online Application at <http://newbergoregon.gov/>  
mail: P.O. Box 970  
location: 414 E. First Street  
Newberg, OR 97132  
503.537.1261

**Closing Date:** September 6<sup>th</sup>, 2013 **by 4:00 pm**  
Applications are required and must be received in the  
Human Resources Department no later than this date and time.

*The City of Newberg is an Equal Opportunity /Affirmative Action Employer and a Drug & Violence Free Workplace*  
This employment opportunity is open to all persons without regard to race, color, religion, national origin, age, sex, marital status, political affiliation, veterans' status, physical or mental disability, sexual orientation, gender identity or any other status protected by federal, state or local laws.