



IT DIVISION

P.O. Box 970 • 414 E. First St. • Newberg, Oregon 97132 • Fax 503.537-5013

INVITES APPLICATIONS FOR

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IT Help Desk Specialist - Contract
\$20.63 PER HOUR
PRO-RATED BENEFITS

JOB SUMMARY: Maintain City information systems.

QUALIFICATIONS:

Knowledge, Skills, Abilities: Excellent communication skills; strong background in operating and maintaining both WAN and LAN networks and file serving systems in a multiple site environment; experience with internet web and e-mail servers; ability to work cooperatively with staff to provide technical support in the use of technology; familiarity with computer equipment, software products in use in the City and related equipment; 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 driver's license required. Must be able to pass a background check.

Experience: Three years technology experience.

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

ESSENTIAL JOB FUNCTIONS:

1. Install and format new computers and computer hardware.
2. Scan and clean machines with viruses and unauthorized files.
3. Maintain network hardware
4. Maintain user log-ins and privileges.
5. Install software on all windows platforms.
- *6. Keep daily log.
7. Troubleshoot and diagnose network problems.
- *8. Work with staff to solve computer/website problems.
- *9. Maintain records of service provided.
- *10. Maintain a working, cooperative relationship with Staff.
- *11. Keep up to date on issues (what's new, compatibility, conflicts) relating to networks, software, hardware, new products in use of applicable to City activities.
- *12. Troubleshoot and diagnose hardware and software problems.
- *13. Repair computer hardware
- *14. Perform others tasks as assigned.

* Essential job functions.

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 20 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:

Contract Employee, typically works 36hrs/week Tuesday-Friday

Pro-Rated sick leave, vacation and holiday pay

The Hourly wage for this position is \$20.63/Hour (DOQ).

The information contained in this job description for compliance with the Americans with Disabilities Act (A.D.A.) is not an exhaustive list of the duties performed for this position. Additional duties are performed by the individuals currently holding this or similar positions and additional duties may be assigned. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed above are representative of the knowledge, skill, and/or ability required. Reasonable accommodations to enable individuals with disabilities to perform the essential functions of this job may be made.

EQUAL OPPORTUNITY EMPLOYER

Application Process

Applications are available online at <http://www.newbergoregon.gov/jobs>

Interested applicants must complete a City of Newberg application form and submit a resume.

Completed application must be received by 5:00 p.m., Friday, April 22, 2011 in City Hall, City of Newberg, 414 E First St (PO Box 970), Newberg, OR 97132.

Interviews will be conducted following the application deadline.