



Classification Description

OUR VISION:

To be the acknowledged leader in public assembly venue management in the region

OUR MISSION:

To enhance the livability and economic vitality of the metropolitan region through sound stewardship, expert management and creative development of the region's public assembly venues

OUR VALUES:

Respect ~ Excellence ~ Teamwork ~ Innovation ~ Community

Job Title	Computer Systems Administrator	Bargaining Unit	Non-represented
Functional Job Family	Information Technology	Classification #	8230
FLSA	<input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non-Exempt	Salary Grade #	321
Position Status	<input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time	Revision Date	May 2007

Summary:

Install, operate, maintain, troubleshoot and update all computer systems, workstations and associated networking equipment. Ensure personal computers are working properly and updates are installed.

Reasonable Accommodations:

To perform this job successfully, an individual must be able to perform each essential duty and physical demands satisfactorily with or without a reasonable accommodation.

Essential Functions:

- Install and maintain personal computers, software, hardware and peripheral equipment.
- Troubleshoot network and workstation problems; provide technical assistance with regard to hardware, software, networking, and other computer-related technologies.
- Evaluate and recommend appropriate software and hardware for users needs.
- Evaluate, recommend and process requests for equipment purchases.
- Collaborate and coordinate work with outside vendors and contractors as needed.
- Install software and hardware updates; assist and instruct users on usage of software and hardware.
- Maintain and manage data center; perform backups, recoveries and maintenance.
- Perform work in accordance with department policies and procedures, codes, ordinances, regulations, and other requirements, including but not limited to, LEED certification and OSHA.

Secondary Functions:

- Other duties which may be necessary or desirable to support the agency's success.



Supervisory Responsibilities:

This position has no supervisory responsibility but may provide leadership and guidance to temporary staff and/or assist with orientation of new members of the work group.

Education and/or Experience; Certificates, Licenses, and Registrations:

- Bachelor's Degree in computer science or related field, and
- A minimum of three (3) years of experience in related field, or
- An equivalent combination of education, experience and training that would provide the knowledge, skills and abilities required for the successful performance of the essential job duties.

Necessary Knowledge, Skills and Abilities:

- Knowledge in troubleshooting network systems and hardware and software repair.
- Knowledge in a broad range of network and desktop applications, including MS Office Suite.
- Skill in providing quality customer service to internal clients with a wide variety of technical skills.
- Ability to manage resources in an effective and efficient manner.
- Ability to analyze information and use logic to resolve issues and problems.
- Ability to troubleshoot difficult technical problems.
- Ability to communicate clearly and concisely, both orally and in writing in technical and non-technical formats.
- Ability to establish and maintain effective, cooperative working relationships with those contacted in the course of work.
- Ability to work effectively with information management systems, and adapt quickly to system changes and updates.
- Ability to work various hours, including evening, weekends, and holidays.

Physical Demands / Work Environment:

- Majority of work is completed in a general office environment with exposure to moderate levels of noise in a well-lit, well-ventilated and moderately paced environment.
- Continuously required to read computer screen; hear and/or respond to verbal/audio cues; perform repetitive motions of hands and wrist.
- Frequently required to stand and/or walk for extended periods of time and reach with hands and arms.
- Occasionally required to work near or around electricity; lift, push, pull and/or carry objects up to 25 pounds; sit for extended periods of time; stoop, keel, crouch or crawl; twist and/or bend.



“MERC believes that each employee makes a significant contribution to our overall success. That contribution should not be limited by the assigned responsibilities. Therefore, this Classification Description is designed to outline primary duties, qualifications and job scope, but not limit the incumbent or MERC, to just the specific work identified. It is our expectation that each employee will offer his or her services wherever and whenever necessary to ensure the success of our endeavors.”

APPROVED:

_____	_____
MERC General Manager	Date
_____	_____
MERC Human Resources Manager	Date