



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	Telecom and Information Systems Assistant	Bargaining Unit	Non-represented
Functional Job Family	Information Technology	Classification #	8251
FLSA	<input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt	Salary Grade #	214
Position Status	<input type="checkbox"/> Full-time <input checked="" type="checkbox"/> Part-time	Created Date	September 1, 2016

Classification Description:

Provide and maintain temporary end-user telecommunications and computer networking services and provide customer support for clients, exhibitors, and attendees at the assigned facility.

Duties and Responsibilities:

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.

1. Provides desktop technical support to clients, exhibitors, and attendees for booked events.
2. Installs, supports, and removes temporary telephones for hosted events.
3. Installs, supports, and removes end-user computer networking services, including WiFi, for scheduled events.
4. Manages and maintains inventory of equipment and supplies.
5. Performs work in accordance with department policies and procedures, codes, ordinances, regulations, and other requirements, including but not limited to, LEED certification and OSHA.
6. Performs other duties which may be necessary or desirable to support the agency's success.
7. Fulfills Metro's core values of public service, excellence, teamwork, respect, innovation and sustainability. This includes, but is not limited to:
 - building and maintaining positive relationships and contributing to a positive team atmosphere; engaging others in ways that foster respect and trust
 - encouraging and appreciating diversity in people and ideas – seeking to understand the perspectives of others



- providing excellent customer service – assisting the public, public officials and agency partners, and other employees in a professional and courteous manner with the goal of meeting or exceeding expectations
- practicing continuous improvement - researching new possibilities, contributing ideas and staying current in field of work
- demonstrating sustainable practices in applicable field and generally for resource use and protection
- working assigned schedule, exhibiting regular and predictable attendance
- practicing safe work habits
- complying with Metro and Metro's visitor venues policies, procedures and applicable work rules, applicable law, and collective bargaining agreements as appropriate
- Performs assigned duties during an emergency situation.

Supervisory Responsibilities:

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

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

- High School Diploma or GED, and
- A minimum of two (2) years of experience in end user support related to computer networking, WiFi , and telecommunications systems in general; 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

Knowledge, Skills and Abilities:

- Apple and Microsoft operating systems
- Basic TCP/IP principles
- Troubleshoot difficult PC and LAN/WAN related problems
- Provide quality customer service to clients with a wide variety of technical skills
- Analyze information and use logic to resolve issues and problems
- Read and interpret instructions, drawings and/or diagrams
- Prioritize and multi-task; be organized and flexible to change course of work/projects as circumstances dictate
- Fulfill Metro's employee values of public service, excellence, teamwork, respect, innovation and sustainability
- Establish and maintain cooperative working relationships with all persons contacted in the course of work
- Communicate clearly and concisely, both orally and in writing
- Work nights, weekends and holidays



Physical Demands / Work Environment:

- Frequently required to perform repetitive motions of hands and wrists; see and/or respond to visual cues and/or distinguish color; hear and/or respond to verbal/audio cues; stoop, kneel, crouch or crawl; twist and/or bend; reach with hands and arms; lift, push, pull and/or carry objects up to 10 pounds; work near or around moving mechanical parts; work near or around electricity
- Occasionally required to stand and/or walk for extended periods of time
- Rarely required to sit for extended periods of time; balance and/or climb; lift, push, pull and/or carry objects up to 50 pounds; exposed to toxic or caustic chemicals; exposed to outdoor weather conditions

“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