

## ADMINISTRATIVE ASSISTANT / NETWORK OPERATIONS

### GENERAL DEFINITION AND CONDITIONS OF WORK:

Performs professional, technical work implementing current and new technologies and training and assisting users in the uses and applications of computer hardware and software; does related work as required. Work is performed under supervision of the Director of Network Operations.

### ESSENTIAL FUNCTIONS / TYPICAL TASKS:

Under direction of the Director:

Implementation of technology, training, assisting and supporting users; developing and maintaining a web page; coordinating work with other departments; needs assessment for other departments.

Provides daily support to computer users; assists users in application usage; troubleshoots software and hardware problems; trains employees in the use of hardware and software;

Recommendation and implementation of system reconfiguration for a more stable and efficient computer environment; develop and maintain the city's web page for public use; determines necessary technology related purchases;

Installs and configures new computers and electronic equipment; installs proper software; configures hardware devices; handles necessary re-wiring;

Attends and participates in meetings related to technology;

Performs related tasks as required by the Director.

### KNOWLEDGE, SKILLS AND ABILITIES

Thorough knowledge of hardware and software applications of and computer operations; thorough knowledge of uses and capabilities of software systems; ability to establish and maintain effective working relationships with city officials, department heads and other key personnel; skill in the use of computer hardware and software, ability to write clear and concise reports; ability to communicate ideas effectively both orally and in writing.

### EDUCATION AND EXPERIENCE

Any combination of education and experience equivalent to graduation from an accredited college or university with major course work in computer science and experience in computer system usage and implementation.