



HUMAN RESOURCES DEPARTMENT

City of Burlington

200 Church Street, Suite 102, Burlington, VT 05401

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PC COORDINATOR BURLINGTON ELECTRIC DEPARTMENT

POSTING DATE: December 10, 2015
RATE OF PAY: \$46,442 - \$76,136/year
EXEMPT/NON-EXEMPT: Exempt

DEADLINE TO APPLY: December 21, 2015
POSITION STATUS: Regular Full Time
CLASSIFICATION GRADE: A03
UNION: IBEW

General Purpose: This position is responsible for managing all aspects of BED's personal computing (PC) environment and related hardware, application software, printers and peripherals. In addition this position is responsible for PC troubleshooting and user training.

Essential Job Functions:

- Evaluates, selects and purchases PC hardware, software and related equipment according to accepted Information Services (IS) standards, and user preference.
- Performs PC hardware and software installations and configurations in compliance with established IS standards
- Responsible for the coordination and implementation of relevant PC application and operating system software, including updates and/or new releases.
- Develops and implements a PC, printer, and peripheral preventative maintenance program according to established standards and schedules.
- Oversees PC security, including but not limited to, ensuring copyright compliance, virus protection, etc.
- Coordinates, evaluates, and arranges for relevant PC and software training.
- Interacts with PC users to monitor needs and to provide technical assistance and training in the use of the PC and related software.
- Act as "first response" or "Help Desk person" to troubleshoot PC, printers and peripherals problems according to established standards.
- Repairs PC and related equipment as necessary.
- Develops and maintains policies, procedures and standards for the PC environment, its application software and associated printers and peripherals.
- Develops and maintain PC hardware and software database(s) to be used for inventory control, installation planning, compliance with standards, etc.
- Responsible for the ongoing review, measurement and improvements of PC performance, including but not limited to efficiency, file management, capacity, backup/recovery and security.
- Maintains up-to-date knowledge of IS operating procedures and standards, PC troubleshooting techniques, new PC related products and services, etc.
- Provides backup support for the Department's local area network (LAN) and wireless infrastructure.
- Provides "on call" support as required.
- Provides support for BED's VoIP phone system.

Non-Essential Job Functions:

- Provides backup to other IS personnel as needed.
- Performs other duties as required.

Qualifications/Basic Job Requirements:

- Bachelor of Science degree in Computer Science, IS, or related field or equivalent work experience.
- Additional experience may be substituted for a degree requirement on a two-for-one year basis.
- A minimum of three (3) years' experience in PC technical and end-user (Help Desk) support required.
- Must have strong analytical skills and demonstrated experience with information systems problem determination and resolution in a diverse hardware and software environment.
- Ability to communicate effectively using oral, written and analytical skills required.
- A+ certification preferred (or ability to obtain A+ certification within three months of employment.)
- Microsoft Office experience preferred.
- Ability to establish and maintain positive working relationships with co-workers, customers and other personnel.
- Must be able to listen to and appropriately react to a supervisor's constructive criticism and incorporate said criticism to improve employee performance.
- Ability to organize and prioritize workflow.
- A strong desire to improve service to internal and external customers is required as is a high level of personal creativity, initiative and enthusiasm to work within a constantly changing organization.
- Ability to work effectively in a team environment.
- Ability to work with minimal supervision.
- Ability to travel to and from various B.E.D. worksites within the City of Burlington.
- May be required to work nights, weekends and holidays.
- Ability to actively support City diversity, equity, and cultural competency efforts within stated job responsibilities and work effectively across diverse cultures and constituencies.
- Demonstrated commitment to diversity, equity and inclusion as evidenced by ongoing trainings and professional development.
- Regular attendance is necessary and is essential to meeting the expectations of the job functions.
- Ability to understand and comply with City standards, safety rules and personnel policies.

To Apply: Submit cover letter, resume and a City of Burlington Application to: Human Resources Department, 200 Church Street, Suite 102, Burlington, Vermont 05401. To obtain an application or for more information about the City of Burlington, please see our website: www.burlingtonvt.gov/HR. The City of Burlington will not tolerate unlawful harassment or discrimination on the basis of political or religious affiliation, race, color, national origin, place of birth, ancestry, age, sex, sexual orientation, gender identity, marital status, veteran status, disability, HIV positive status or genetic information. The City is also committed to providing proper access to services, facilities, and employment opportunities. For accessibility information or alternative formats, please contact Human Resources Department at 865-7145.

WOMEN, MINORITIES AND PERSONS WITH DISABILITIES ARE HIGHLY ENCOURAGED TO APPLY. EOE.