

Employment Opportunities

600 NE Grand Ave.
Portland, OR 97232-2736
503-797-1570
www.oregonmetro.gov/jobs



Technical Specialist II

Internal and general recruitment

Status:	One part-time position, 20 hours per week
Department:	Information Services
Work location:	600 NE Grand Ave., Portland, Oregon
Pay range:	\$21.44 - \$28.71/hourly This position is represented by AFSCME Local 3580 and is non-exempt
Recruitment number:	IS-0059-Oct09
Application deadline:	October 14, 2009 (internal) October 21, 2009 (general)

Internal applicants must be current employees of Metro or MetroERC having regular, regular part-time or temporary employment. Temporary employees employed by Metro or MetroERC must have gone through a competitive selection process for the position currently held. Regular employees must have successfully completed their initial probationary period.

Please carefully follow application procedures at the end of the announcement.

Position summary

Provides advanced technical support to PC and MAC computer users throughout the organization; assisting with hardware, software and communication problems, including installing software programs and providing limited training and/or one-on-one consulting on the use of such programs. Supervision is received from the Program Supervisor. May provide direction to Technical Specialist I.

Essential job duties

An employee in this position must be able to perform all of the essential job duties listed below with or without reasonable accommodation; however, this list is not intended to include all of the specific tasks which an employee in this position may be expected to perform.

- Configures and installs computer and printer hardware and software, includes both PCs and MAC computers in a networked environment.
- Installs and configures software applications for PCs and MACs.
- Troubleshoots, tests and repairs hardware and software problems on PCs and MACs.
- Diagnoses problems using desktop tools to the point of network connection.
- Moves/changes computers, including network cabling, when done in conjunction with network staff.
- Assists Systems Programmers in isolating network problems.
- With limited direction from supervisor, provides advanced problem solving support.
- Provides limited training and/or one-on-one consulting in the use of software packages.
- Staffs the Help Desk telephone, providing solutions to computer users.
- Creation and administration of Active Directory and MS Exchange accounts.

- Performs other related duties, as assigned.

Minimum Requirements

Associate degree in computer technology and a minimum of 3 years experience working with PC users in a non-technical environment; or any combination of education and experience that provides the applicant with the knowledge, skills and abilities required to perform the job.

Knowledge, skills and abilities

- Comprehensive understanding of the fundamental concepts, practices and procedures for troubleshooting, diagnostic testing and repair of personal computers – hardware and software; such as operating systems, applications, components.
- Advanced knowledge of networking PCs and MACs, including the installing and configuration of network client software.
- Advanced knowledge of a variety of Windows systems, including account administration, security, Outlook and Exchange Administration.
- Advanced knowledge of a variety of PC and MAC operating systems, including administration and security.
- Demonstrated high level of understanding of desktop performance and configuration issues.
- Ability to provide advanced problem solving support to PC and MAC users.
- Ability to train and to lead the work of lower-level staff.
- Ability to independently perform duties with limited direction from supervisor
- Ability to communicate effectively both orally and in writing.

Benefits: This part-time position will receive prorated benefits based on the assigned FTE (.50). Metro provides health care benefits that vary depending on the plan the employee chooses, bargaining unit affiliation, and employment status. Metro participates in the Public Employees Retirement System (PERS), contributing both the employer and employee portion.

Immigration law notice: Only US citizens and those authorized to work in the United States will be hired. All new employees will be required to complete and sign an employment eligibility form and present documentation verifying identity and employment eligibility.

Equal employment opportunity: All qualified persons will be considered for employment without regard to race, color, religion, sex, national origin, age, marital status, familial status, gender identity, sexual orientation, disability for which a reasonable accommodation can be made or any other status protected by law. Assistance will be gladly provided upon request for any applicant with sensory or non-sensory disabilities.

Veterans' preference: Under Oregon Law, qualified veterans may be eligible for veteran's preference in application for Metro/MERC positions. If you are a veteran, or disabled veteran, and would like to be considered for a veteran's preference for the job for which you are applying, check the appropriate box on the Metro application. If an application is not requested as part of the application process, indicate your desire for veteran's preference consideration in your cover letter.

To qualify, veterans must provide appropriate documentation along with their application materials before the application deadline date listed on the job announcement: Veterans: Fill out and submit 1) a Metro Veterans' Preference Form and 2) a copy of your DD-214 or DD-215 indicating discharge status. Disabled Veterans: Fill out and submit 1) a Metro Veterans' Preference Form and 2) a copy of your DD-214 or DD-215 indicating discharge status, and 3) your public employment preference letter from the US Department of Veterans' Affairs.

Application procedure

This position opens to internal and general candidates on October 7, 2009.

To apply, submit the following

1. Metro/MERC standard application form
2. Applicant contact information form (located on page 3 of the application)
3. Responses to the required supplemental questions listed below

Note: If you do not include all of these materials, your application will be incomplete and will not be considered.

Required supplemental questions

- All applicants must submit a written or typed response to each of the following.
 - The responses must be addressed individually and included with the application on a separate sheet(s).
 - Write your telephone number, including the area code, in the upper right corner of each page, but not your name.
 - Your responses will be used as part of your application evaluation.
1. Describe your experience with the following, include the types of hardware and software used:
 - a. Configuring and installing computer and printer hardware and software in a networked environment.
 - b. Troubleshooting, testing and repairing hardware and software problems on PCs and MACs.
 - c. Providing technical assistance and troubleshooting to desktop users via telephone.

Submit your application

Deadline: 5 p.m., October 14, 2009 (internal)
5 p.m., October 21, 2009 (general)

E-mail: jobs@oregonmetro.gov
Please include the word "Application" in the subject line of your e-mail.
Electronic attachments must be in MS Word or PDF format.

Mail or drop off: Metro Human Resources Department
600 NE Grand Ave, Portland, OR 97232

Fax: 503-797-1798

Important notes about your application

- Applications received after the deadline will not be considered.
- The date and time of our e-mail/fax system will be used to determine if application materials are received by 5 p.m. on the deadline.
- Any unsolicited materials will be discarded. All materials submitted become the property of Metro and will not be returned.

Follow-up

After the application deadline, it usually takes about three to four weeks before the hiring manager selects those individuals who will be interviewed. You can find out the status of a position for which you've applied by: (1) calling the job hotline at (503) 797-1777 and listening for the recruitment update prompt; (2) accessing Metro's website at www.oregonmetro.gov/jobs and clicking on the Recruitment Status Updates link. Weekly recruitment status updates will be posted on the job hotline and web site every Friday. When accessing recruitment updates, you will need to know the title of the job for which you applied.

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