CIVIL SERVICE ANNOUNCEMENT

APPROVED C.S.C MINUTES 4/12/13 ms **ANNOUNCEMENT NO. 28**

PC TECHNICIAN **(OPEN)**

Public notice is hereby given by the Civil Service Commission of Cleveland, Ohio of an Open examination for the above mentioned classification.

SALARY

The prevailing salary range for this position as established by Ordinance of the Council of the City of Cleveland is **$24,999.94 - $49,669.98** per Year.

FILING OF APPLICATION

Application must be made on the regular application form available on-line or at the Office of the Civil Service Commission, 601 Lakeside Avenue, Room 119. No other form will be accepted. **APPLICATIONS WILL BE AVAILABLE FOR PICK-UP IN THE CIVIL SERVICE OFFICE TO APPLY TO TAKE THE CIVIL SERVICE EXAMINATION – APPLICATIONS WILL BE AVAILABLE FROM 8:30 A.M. ON FRIDAY, APRIL 26, 2013 UNTIL 4:30 P.M. ON THURSDAY, MAY 2, 2013.**

NOTE: APPLICATIONS WILL NOT BE ACCEPTED AFTER 4:30 P.M. ON THURSDAY, MAY 2, 2013.

THE CIVIL SERVICE COMMISSION'S POLICY IS THAT NO LATE FILING WILL BE ALLOWED.

EXAMINATION INFORMATION

TYPE: **EXPERIENCE EVALUATION: Applicant's grade will be determined based on Education and Experience found in Resume. Each applicant is required to submit a detailed resume of his/her education and experience at the time of filing application.**

NOTE: **THE CIVIL SERVICE COMMISSION RESERVES THE RIGHT TO REVIEW AND EVALUATE ANY AND ALL INFORMATION CONTAINED IN THE APPLICATION OR RESUME. LACK OF HONESTY WILL RESULT IN IMMEDIATE REMOVAL FROM THE ELIGIBLE LIST.**

DUTIES OF THE POSITION

Provides support for personal computers in both a network and stand-alone environment through management, control, and operation of the information systems and their equipment. Acts as a liaison to other City divisions requesting troubleshooting and integration services as needed. Assesses issues or problems with hardware/software and devises approaches or solutions. Provides technical support services. Coordinates daily computer system operations. Supports and trains system users. Installs, configures, troubleshoots, and maintains computer hardware/software. Supports work stations, printers, and servers. Evaluates hardware/software currently in use and implements upgrades. Coordinates with vendors to purchase, repair, or replace hardware/software and administers and maintains maintenance contracts and leases. Implements safety and preventive maintenance procedures. Manages and maintains security systems. Evaluates, Recommends, manages, and maintains all office technologies Performs other job-related duties as required. Follows all operations and safety policies and safe work practices. Attends and participates in operations and safety training classes and demonstrates competence (demonstration of competence may be determined by exam.) Wears and properly utilizes safety equipment in accordance with Divisional policy at all times.

MINIMUM QUALIFICATIONS FOR ENTRANCE TO THIS EXAMINATION AS ESTABLISHED BY THE CIVIL SERVICE COMMISSION OF THE CITY OF CLEVELAND ARE AS FOLLOWS:

A High School Diploma or GED is required. An Associate's Degree in Information Systems, Computer Science, or related field from an accredited college or university is highly desired. Two years of full time paid experience in Personal Computer Support related to the integration and operation of computer systems in a networked environment is required. A valid State of Ohio Driver's License is required. Knowledge of multifunctional devices and other office technologies is desired.

NOTE: **Applicants will be required to pay a $10.00 (TEN DOLLARS) filing fee payable in cash or money order (no checks). Applicants who are currently employed in this position with the City of Cleveland are exempt. However, that when an applicant is disqualified from taking an examination on the basis of age, education or failure to meet other minimum entrance requirements, the fee paid by such applicant shall be refunded to such applicant upon the applicant's request in writing made within ten (10) days after the date of examination. Any applicant who can provide proof of unemployment, public assistance, or indigence is exempt from the filing fee. A copy of such proof must be included with the application.**

NOTE: **Applications must be returned in person. All copies of diplomas, licenses, certificates, and resumes must be presented at the time of filing. Applications may not be accepted if copies are not submitted with application at time of filing.**

NOTE: **Any applicant who resigns or is dismissed from employment with the City of Cleveland will have his/her name removed from the eligible list.**

AN EQUAL OPPORTUNITY EMPLOYER