City of Virginia Beach Organizational Mission & Values
The City of Virginia Beach exists to enhance the economic, educational, social and physical quality of the community and provide sustainable municipal services which are valued by its citizens. The City of Virginia Beach organization is based upon a belief in the democratic process of government. This belief provides meaningful ways for citizens, reflecting the diversity of our City, to contribute to the development of public policy. This process is enhanced by organizational values which guide member performance within the Virginia Beach Quality Service System. These Values define our desired organizational culture. We value quality customer service; teamwork; leadership and learning; integrity; commitment; and inclusion and diversity.

Class Summary
Coordinate the routine administration, acquisition, installation, and maintenance, of information technology resources.

Representative Work Functions and Responsibilities
Coordinate planning, development, implementation, and maintenance, of microcomputer systems which enable the City to meet data management needs.

Maintain and update sound documentation of computer procedures, which could include technical support data and disaster recovery information.

Conduct technical research and analysis of computer hardware specifications to identify and recommend the best technical and cost effective solution; coordinate acquisition and installation of hardware and software to the required quality specifications; and review software and hardware enhancements for compatibility.

Identify and resolve hardware and/or software problems; and install workstations.

Develop computer literacy among employees using informal and formal training sessions.

Perform other job duties requiring skills, knowledge and physical requirements as demanded by those duties described or less. Individual assignments will be determined by the supervisor based on then current workloads and department needs.

Performance Standards
Maintain microcomputer systems and LAN systems in operational condition on a daily basis minimizing downtime and quickly troubleshooting problems; comply with both written and oral instructions, processes, and procedures, and provide guidance to other staff members regarding those instructions; ensure that system enhancements are compatible with existing facilities; maintain up-to-date knowledge of information technology in a field of constant change; effectively maintain contact with vendors and key personnel; effectively work with other members; work effectively to ensure a coordinated and efficient use of resources compatible with overall City standards and procedures; and communicate with other members effectively, both orally and in writing.
Minimum Qualifications
Requires any combination of education (above the high school level) and/or experience equivalent to six (6) years in fields utilizing the required knowledge, skills, and abilities and associated with such positions as Systems Analyst, MIS Professional, Systems Engineer, or Microcomputer Specialist with at least four (4) years of concentrated work with microcomputer systems.

Special Requirements
All employees may be expected to work hours in excess of their normally scheduled hours in response to short-term department needs and/or City-wide emergencies.

Knowledge-Skills-Abilities Required to Perform Satisfactorily
A. Knowledge
   1. Knowledge of industry standard data processing concepts, including advanced hardware and software troubleshooting and best practices.
   2. Knowledge of information technology solutions including office automation suite, local area networks, operating systems and peripheral equipment.
   3. Knowledge of connectivity standards and related communications facilities which could include adding hardware and software to work effectively.
   4. Knowledge of City, departmental, and division policies, procedures, guidelines, directives, and standards.

B. Skills
   1. Skill in microcomputer hardware installation, troubleshooting, and maintenance and software installation, upgrading, and troubleshooting.
   2. Skill in advanced hardware, software, and network debugging techniques and practices.
   3. Skill in working with hardware components.
   4. Skill in contributing to the design and installation of large Local Area Network (LAN) Systems.

C. Abilities
   1. Ability to organize and interpret technical data and provide technical support for hardware and/or software based on established procedures.
   2. Ability to install and troubleshoot desktop and/or network and/or hardware components.
   3. Ability to manage high volume ongoing duties while maintaining responsiveness to staff and management requirements.
   4. Ability to shift priorities as required based on established procedures or individual situation.
   5. Ability to recognize trends in the constantly changing field of technology for applicability to specific tasks assigned.
   6. Ability to provide assistance in feasibility cost benefit analyses, and work with management and staff in ComIT and other departments.
   7. Ability to work with members effectively and professionally.
   8. Ability to function in a variety of project settings, working with members with varied levels of technical expertise and organizational responsibility.
   9. Ability to troubleshoot and identify hardware, office automation, and network problems.
  10. Ability to work with users to promote organizational computer literacy and knowledge of City, departmental, divisional policies, procedures, guidelines, directives, and standards.
  11. Ability to instruct people with limited computer experience or knowledge.
  12. Ability to coordinate with groups/members on purchasing need, recommend new equipment for replacement and expansion.
  13. Ability to effectively communicate orally and in writing; to prepare comprehensive reports evaluating departmental information system needs.
  14. Ability to articulate complex desktop or network issues effectively and to create technical

This description is intended to indicate the kinds of tasks and levels of work difficulty that will be required of positions that will be given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of employees under his or her supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.
15. Ability to effectively determine which issues, problems, or concerns are appropriate for escalation or delegation, and which should be resolved by the individual member.

16. Ability to perform other related duties as required.

**Working Conditions**

The below stated working conditions are intended to provide a general overview of the environmental conditions inherent in the job setting, as well as the physical, mental, and sensory requirements necessary to perform the essential functions of positions in the noted job title. A more detailed description will be made available at the position (PCN) level.

**NOTE:** Per HR Policy 6.19, Americans with Disabilities, the City follows the requirements of the Americans with Disabilities Act (ADA) in all hiring and employment decisions. The City shall not discriminate on the basis of disability in its hiring and employment practices. The City shall make reasonable accommodations for the known physical or mental limitations of a qualified applicant or employee with a disability upon request unless the accommodation would cause an undue hardship on the operation of the City’s business.

**Physical Requirements:** Physical refers to the requirement for physical exertion and coordination of limb and body movement.

Requires light to medium work that involves walking, standing, stooping, and lifting some of the time and exerting up to 50 pounds of force, and routine keyboard operations.

**Mental Requirements:** Mental refers to the degree that the job involves cognitive activities, and use of mental processes

Performs advanced professional level work in the analysis or interpretation of methods of a scientific, engineering, or legal nature and formulates recommendations on the basis of such analysis; applies creativity and resourcefulness in the analysis and solution of complex problems; requires sustained, intense concentration for accurate results or continuous exposure to unusual pressure.

**Environmental Conditions:** Environmental refers to job conditions inherent to the job setting, including those that may lead to injury or health hazards even though precautions have been taken.

This job involves a risk of limited to no exposure to any environmental hazards.

**Sensory Requirements:** Sensory refers to hearing, sight, touch, taste, and smell required by the job.

This job requires normal visual acuity and field of vision, hearing, speaking, and color perception.

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