

**CITY OF SOUTHFIELD**  
**JOB OPPORTUNITY ANNOUNCEMENT**

*The City of Southfield is currently seeking qualified candidates for the following full-time career position:*

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**JOB CLASSIFICATION**

System Support Technician I- Public Safety Assignment

**STARTING SALARY**

TPOAM Grade H: \$41,625-\$51,235

Excellent benefit package, including medical, dental, vision, retirement, holidays, vacation, and more.

**REPRESENTATIVE JOB DUTIES**

- Responsible for installation, set up and configuration of desktops, printers, peripherals, desk phones, and cellular devices for the Southfield Police Department;
- Diagnose and troubleshoot hardware and software issues, test, configure, and install hardware and software.
- Provide technical support and training for microcomputers, application software, terminal emulation software, and Public Safety Computer Aided Dispatch/Records Management System (CAD/RMS);
- Complete Public Safety Help Desk requests; accept initial request for service, provide assistance to requestor and attempt to resolve the issue or request; if unsuccessful, escalate to next level of support per established guidelines.
- Organize and maintain Public Safety IT inventory; Maintain confidentiality and security of documents in accordance with state law and department rules and regulations.

**JOB REQUIREMENTS – AS DETERMINED BY THE CITY OF SOUTHFIELD**

- High school graduation or equivalent required; Associate's degree or equivalent in computer related field or 3 years full time related work experience.
- 2+ years full time experience in support of microcomputer systems resulting in strong understanding of computer concepts, connectivity, communications, PC internals, and the support and use of application software in a business setting.
- 3+ years supporting a Windows 10 Desktop environment with Group Policy.
- 3+ years working with Active Directory, Group Policy, including setting up users and computers.
- 3+ years working in a fast-paced environment with the ability to manage multiple projects.
- 3+ years working knowledge of computer hardware such as memory, monitors, video cards, NICs, and motherboards.
- 2+ years supporting Microsoft Office 365 and ability to train others.
- Experience working technical support in a law enforcement agency preferred.
- Experience and Knowledge of the Oakland County CLEMIS report writing system a plus.
- Ability to pass a “level 3” security criminal history and background clearance performed by the Southfield Police Department.

**APPLY AT:**

City of Southfield, Human Resources Department,  
26000 Evergreen Road, Southfield, MI 48076

**A Completed City of Southfield application packet is required to be considered for this position.**

Applications may be downloaded from the City’s website at [www.cityofsouthfield.com](http://www.cityofsouthfield.com)  
Completed applications can be emailed to: [sfldjobs@cityofsouthfield.com](mailto:sfldjobs@cityofsouthfield.com)

**This is a “continuous” recruitment. Applications will be accepted until there are sufficient applicants to meet the City’s recruitment needs. As such, interested persons should make application promptly.**

This announcement is only a summary of the position, its duties, job requirements and compensation. Further information is available from the Human Resources Department. The City of Southfield does not discriminate in its employment or any other programs or activities on the basis, of sex, race, color, age, height, weight, marital status, national origin, religion, arrest record, physical or mental disability, family status, sexual orientation, gender identity or any other protected category. We provide reasonable accommodation for qualified individuals with a disability if requested.

AN EQUAL OPPORTUNITY EMPLOYER M/F/V/H, DRUG FREE WORKPLACE

JS December 30, 2020



Individuals with special needs who may require assistance with the application process should contact the Human Resources Department at (248) 796-4700 (voice) or via email at [hrrsupport@cityofsouthfield.com](mailto:hrrsupport@cityofsouthfield.com) if auxiliary aids or services are needed. Reasonable advance notice is required.

**System Support Technician I  
SUPPLEMENTAL QUESTIONNAIRE  
December 2020**

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NAME: \_\_\_\_\_

**The following list has been taken from the Job Opportunity Posting.**

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**Please check all that apply to your experience and background:**

- 1+ year of experience performing in a UNIX system administrator capacity; installing and supporting network systems in a business setting.
- 2+ years full time experience in support of microcomputer systems
- 3+ years supporting a Windows 10 Desktop environment with Group Policy.
- 3+ years working with Active Directory, Group Policy, including setting up users and computers
- 3+ years working in a fast-paced environment with the ability to manage multiple projects
- 3+ years working knowledge of computer hardware such as memory, monitors, video cards, NICs, and motherboards.
- 2+ years supporting Microsoft Office 365 and ability to train others
- Associate's degree or equivalent in computer science or 3 years related work experience.

Other: \_\_\_\_\_

Any other comments that will help us with evaluating your experience:

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