

CITY OF SOUTHFIELD
JOB OPPORTUNITY ANNOUNCEMENT

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

JOB CLASSIFICATION

System Support Specialist I

SALARY RANGE

TPOAM Grade K Pay Range: \$51,217 - \$63,040

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

REPRESENTATIVE JOB DUTIES

- Working knowledge of deploying Client/Server applications using SCCM version 1706. Create packages, testing, pushout packages including Windows Updates preferred.
- Ability to thoroughly test existing, new & future software applications on multiple Windows platforms (7 & 10).
- Liaison between city Departments and Technology Services as the Technical Project Manager. (i.e. Cabling projects (Cat6 & fiber), Probation, 46th District Court rooms, Clerk's Office, etc.).
- Responsible for ensuring all UPSes (citywide) are working, under warranty and on a replacement schedule
- Working knowledge or ability to learn alerting system (InfraStructure Central 5.1.1).
- Working knowledge of working with Fax servers on VoIP network (preferably GFI Fax maker)
- Sr. Technician for troubleshooting and configuring Backup jobs for all servers (Veritas Backup Exec) & Data Domain.
- Ability to test network cables/fiber as well as scope out a cabling job to provide accurate specifications.
- Provides 3rd Level Helpdesk Support for department's Helpdesk system & technical staff.
- Configures Antivirus protection on all city tablets, laptops & computers.
- Duncan Parking Enforcement; Responsible for Digital Signs and EIO Board for multiple city departments.
- Other duties as assigned.

JOB REQUIREMENTS – AS DETERMINED BY THE CITY OF SOUTHFIELD

- Associate's degree or equivalent in computer science or 4 years related work experience.
- 1+ years Admin experience supporting Office 365, Skype for Business and One Drive.
- 2+ years supporting Microsoft Office 2016 and the ability to train others.
- 3+ years hands-on experience creating packages, deploying software applications & updates using SCCM.
- 3+ years supporting Windows 7 and Windows 10 Desktops.
- 3+ years being responsible for enterprise backup solutions, tape rotations and restore capabilities.
- 3+ years working in a fast-paced environment with the ability to multitask and manage multiple projects.
- 3+ years working knowledge of computer hardware such as memory, monitors, video cards, NICs, and motherboards.
- 5+ years working with Active Directory and Group Policy.
- Excellent oral, written and organizational skills required.
- Ability to pass a "level 3" security criminal history and background clearance performed by the Southfield Police Department; After hours work is required.

The selection process will include a review of the applicant's experience for posted requirements, driving record and criminal history check and an oral board interview. Each step of the process must be passed before the applicant will be moved to the next step. Applicants will be invited to further participate in the selection process based on the nature and extent of their related experience, training, and/or certification, as determined by the City of Southfield.

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.

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

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

Vr DATED: September 11, 2019



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 if auxiliary aids or services are needed. Reasonable advance notice is required.

**System Support Specialist I
SUPPLEMENTAL QUESTIONNAIRE
2019**

NAME: _____

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

Please check all that apply to your experience and background:

- _____ Associate degree or equivalent in computer science or 4 years related work experience.
- _____ 1+ years Admin experience supporting Office 365, Skype for Business and One Drive.
- _____ 2+ years supporting Microsoft Office 2016 and the ability to train others.
- _____ 3+ years hands-on experience creating packages, deploying software applications & updates using SCCM.
- _____ 3+ years supporting Windows 7 and Windows 10 Desktops.
- _____ 3+ years being responsible for enterprise backup solutions, tape rotations and restore capabilities.
- _____ 3+ years working in a fast-paced environment with the ability to multitask and manage multiple projects.
- _____ 3+ years working knowledge of computer hardware such as memory, monitors, video cards, NICs, and motherboards
- _____ 5+ years working with Active Directory and Group Policy.

Other:

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

vr 9/11/2019



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