



Job Posting Request Form

Company Name

Charter Township of Clinton

Position Title

Communication Support Specialist

Job Description

GENERAL SUMMARY:

Under the general supervision of the Technology Director, is responsible for updating and maintaining existing web site, provides tier one support to end-users for telephones, computers, voicemail, applications, and internet connections. Also, performs administrative functions to support the Information Technology Department. Assists Township staff as requested.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

This position is responsible for installing, upgrading and evaluating software and tools to ensure user systems are complete. Receives inquiries via telephone and/or email and provides information, answers questions, or transfers calls to appropriate individual(s). Maintains and coordinates information that is published on the Township's website and does this in a timely manner. Initiates the set up and provides tier one support to end-users for telephones, computers, voicemail, emails, calendaring, applications, and internet connections, and installs software on user PC's. Organizes, maintains, and assures that departmental files and documents are complete, accurate, and easily accessible. Also, logs trouble tickets into help desk and provides status updates to end-users of trouble tickets. Performs other tasks and related work as required.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND MINIMUM QUALIFICATIONS:

This position requires knowledge and proficiency in web page creation software, operating systems, and applications including but not limited to the following: programming in HTML, JAVA, Linux,

Windows, Microsoft Internet Explorer, Google Chrome, and Microsoft Office Professional. Applicants must possess the ability and/or skills to do the following: maintain a high level of professional communication both orally and in writing with other departments, the public and vendors, use proper discretion concerning sensitive and/or confidential matters and effectively deal with a wide range of personalities and situations requiring customer service and problem solving.

EDUCATION AND EXPERIENCE:

This position requires an Associate's Degree in Computer Science, supplemented by special courses in PC/server software configuration/development and web page programming. Two or more years of progressively more responsible PC/Software Applications/Web/Internet and Web graphics experience is required. An equivalent combination of education and experience which results in the necessary knowledge, skills and abilities to perform essential job functions may be considered. Successful completion of Civil Service Examination is required and applicant must meet all requirements set forth in the Employees Civil Service Ordinance.

Applicants MUST SUBMIT A COMPLETED APPLICATION to the Clinton Township Employees Civil Service Commission, 40700 Romeo Plank Road, Clinton Township, MI 48038 on or before the close of business, Friday, July 19, 2019. Visit www.clintontownship.com/employment to download the application. Contact Civil Service at 586-286-9342 with questions. Pre-employment background investigation and substance abuse testing is required. The Charter Township of Clinton is an Equal Opportunity Employer, applicants are considered for all positions without regard to race, color, religion, sex, national origin, age, marital status or disability.

Contact Name

Lisa Murray

Contact Phone Number

(586) 286-9342

Contact Email

civilservice@clintontownship-mi.gov

What type of job is this?

Full Time

Position Opening Date

Tuesday, July 2, 2019

Position Closing Date

Friday, July 19, 2019

Compensation

\$45,037.00 annually