

**CITY OF NEDERLAND
INFORMATION TECHNOLOGY DEPT.
COMPUTER SUPPORT SPECIALIST
APPLICATION PACKET**

Packet contains:

- 1.) **Job Posting** – provides information on type of employment, benefits eligibility, pay scale, and application period.
- 2.) **Proposed Pay Plan** – provides pay plan per the fiscal year 2011-2012 budget. Shows beginning rate to final (5 year) rate.
- 3.) **Position Classification Plan** – description of the job including supervisory responsibilities, competencies, required qualifications, required education, required skills, required certificates, licenses, and registrations, physical demands, and work environment.
- 4.) **Employment Application** – all fields are required and must be completed with as much detail as possible. Dates should be month and year.

Return application to:

- 1.) **Nederland Personnel Department**
1400 Boston Avenue
Nederland, TX 77627
(409) 723-1500
Contact: Emily Pope, Human Resources Director

CITY OF NEDERLAND

JOB POSTING

In accordance with the *City of Nederland Personnel Policy*, notice is hereby given that the City of Nederland is now accepting applications for the position of:

Job Title:	Computer Support Specialist
Department/Division:	MCML Information Technology
City Classification:	Regular Full-Time
FLSA Classification:	Non-Exempt (Hourly)
Pay Rate:	beginning rate - \$17.18/hr.; max. rate - \$24.08/hr.
Benefits:	Benefits begin 1st day of month following hire date
External Posting Opens:	February 14, 2012
External Posting Closes:	March 9, 2012
Open To:	The Public

This position is open to each person who makes proper application and meets all eligibility requirements prescribed by the City of Nederland.

The City of Nederland is an equal opportunity employer and does not discriminate on the basis of race, color, religion, gender, national origin, age or disability. The City of Nederland is in compliance with the Americans with Disabilities Act. If you have an established disability as defined in the Americans with Disabilities Act and would like to request a reasonable accommodation when applying, testing, or interviewing for a City of Nederland position, please contact the Personnel Department at (409) 723-1500

A completed application must be received by the Personnel Department no later than the closing date/time listed above. Applications may be picked up at the following location:

Nederland Personnel Department
1400 Boston Avenue
Nederland, TX 77627
(409) 723-1500
contact: Emily Pope, Human Resources Director

**CITY OF NEDERLAND
PROPOSED PAY PLAN**

Job Title:	Computer Support Specialist
FLSA Classification:	Non - Exempt (hourly)
City Classification:	Regular Full Time
Paygrade:	110

BASE SALARY FOR FISCAL YEAR 10/01/2011 - 09/30/2012						
New Hire	6 Months	1 Year	2 Year	3 Year	4 Year	5 Year
Step 1	Step 2	Step 3	Step 4	Step 5	Step 6	Step 7
\$17.18	\$18.21	\$19.30	\$20.46	\$21.69	\$22.99	\$24.08

LONGEVITY PAY
In addition to base pay, \$4.00 per month for each year of service to the City of Nederland.

CERTIFICATE PAY
Not applicable to this job title.

SHIFT DIFFERENTIAL PAY
Not applicable to this job title.

WORK SCHEDULE
This position typically works a forty (40) hour work week, 8:00 a.m. until 5:00 p.m., Monday through Friday (inclusive of one hour meal break). Occasional call-out and special projects will be required outside of normal business hours.

ESSENTIAL SERVICES POLICY
Employees in this position are classified Essential Services Personnel, and are identified by the City to be part of the emergency response team before, during, or after a hurricane. Essential Services Personnel are required to work before, during, or immediately after a hurricane, and may be unable to evacuate with their family. Employees identified as Essential Services Personnel also meet the definition of Emergency Services Personnel as defined in Chapter 22 of the <i>Texas Labor Code</i> . Failure to comply with this policy may result in discipline up to and including termination.

City of Nederland
Position Classification Plan

Job Title: Computer Support Specialist
Department: MCML Information Technology
Reports To: Information Technology Director
FLSA Status: non-exempt
Prepared Date: February 1, 2012

Summary

Supports, monitors, tests, and troubleshoots hardware and software problems pertaining to all City networks and facilities. Assists with maintaining the City websites, processes IT work orders received from City employees, oversees all PC maintenance including software and hardware updates. Assists in research and development of information technology solutions for the City. Assists in facilitating employee training on new software and related hardware.

Essential Duties and Responsibilities

The following are defined essential functions and duties of the position. Other duties may be assigned.

Inspects personal computer equipment and reads order sheet listing user requirements to prepare microcomputer for delivery.

Installs or assists service personnel in installation of hardware and peripheral components such as monitors, keyboards, printers, and disk drives on user's premises.

Loads specified software packages such as operating systems, word processing, or spreadsheet programs into computer.

Enters commands and observes system functions to verify correct system operation.

Responds to client inquiries concerning systems operation and diagnoses system hardware, software, and operator problems.

Instructs users in use of equipment, software, and manuals.

Recommends or performs minor remedial actions to correct problems.

Coordinates activities with help desk, network services, or other information systems groups.

Provides updates, status, and completion information to manager, problem request tracking system, and/or users, via voice mail, e-mail, or in-person communication.

Replaces defective or inadequate software packages.

Refers major hardware problems to service personnel for correction.

Supervisory Responsibilities

This job has no supervisory responsibilities.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies :

Analytical - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service ; Responds to requests for service and assistance; Meets commitments.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.

Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities.

Qualifications To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

High School Diploma or equivalency required. One year certificate from college or technical school preferred; Two years of previous experience working in a similar capacity whether it be through employment, internship, or in a teaching/learning environment; or equivalent combination of education and experience.

Language Skills

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

Reasoning Ability

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills

To perform this job successfully, an individual should have considerable knowledge, understanding and execution of Windows XP, Windows 7, Server 2003 and Server 2008 operation systems, Microsoft Office 2003, 2007, and 2010, managed switches, networking concepts, VLANs, wireless networks, copper cable termination (preferred but not required), analog and digital telephone systems (preferred but not required), and other related software and hardware.

Certificates, Licenses, Registrations

Microsoft Certified Systems Engineer (MCSE) and CompTIA A+ Certification (both are highly preferred but not required)

Physical Demands The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is frequently required to stoop, kneel, crouch, or crawl. The employee is occasionally required to climb or balance. The employee must frequently lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is frequently exposed to moving mechanical parts and risk of electrical shock. The employee is occasionally exposed to high, precarious places. The noise level in the work environment is usually moderate.

CITY OF NEDERLAND
EMPLOYMENT APPLICATION (REV. 10/2011)
 City of Nederland Personnel Department
 P. O. Box 967, 1400 Boston Avenue
 Nederland, TX 77627
 Telephone: (409) 723-1501

<u>DISTRIBUTION</u>	
<input type="checkbox"/>	Dept. Head
<input type="checkbox"/>	Supervisor

Equal access to programs, services, and employment is available to all persons.
 Those applicants requiring reasonable accommodation to the employment process should notify the Personnel Office.

<u>ESSENTIAL SERVICES POLICY NOTICE</u>						
All Regular Full-Time positions require incumbents in the course and scope of their employment to provide services for the benefit of the general public during emergency situations that threaten the safety of Nederland's citizens. Without an approved waiver, employees are required to work immediately before, during, or immediately after an emergency.						
Position applied for:			Posting date:			
Referral source: <input type="checkbox"/> -City web-site <input type="checkbox"/> -Texas Workforce Commission <input type="checkbox"/> -Referred by City employee <input type="checkbox"/> -City bulletin board <input type="checkbox"/> -Southeastexas.com <input type="checkbox"/> -Other Name of source, if applicable: _____						
Date application issued:			Date application returned:			
Last Name (Indicate Jr., Sr., III)		First Name		Middle Name		
If ever known/identified by any other name(s), please list full name(s): _____						
Mailing address:	Street or PO Box		City	State	Zip	
Physical address:	Street		City	State	Zip	
Telephone numbers:	Residence-()		Cell-()			
In supporting our effort to go paperless, please list an email address in this section that all correspondence regarding this job opening can be sent to. All contact regarding testing, interviews, etc. will be emailed unless you request otherwise. <input type="checkbox"/> I would like all correspondence to be sent to the email address listed below: Email address: _____ <input type="checkbox"/> I do not have internet access and/or do not regularly use email as a form of communication. Please send all correspondence via US mail to the mailing address listed above.						
Type of employment desired: <input type="checkbox"/> -Full time <input type="checkbox"/> -Part time <input type="checkbox"/> -Temporary <input type="checkbox"/> -Internship						
Have you submitted an application here before? If yes, give approximate dates.					[]-Yes []-No	
Have you previously worked for the City of Nederland? If yes, where and when?					[]-Yes []-No	
Are you related to any member of City Council or any person now employed by the City of Nederland? If yes, please list their names and relationship.					[]-Yes []-No	
Earliest date you would be available to begin duty, if selected: _____						
What is the best number to reach you and what is the best time to call? () _____ - _____, extension _____. Best time: _____					[]-Yes []-No	
What is your current availability for work?						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday

EMPLOYMENT DISCIPLINE AND TERMINATION If yes to any of the below, explain in detail on a separate page. Include employer, date of action, circumstances, etc. Be specific.

Have you ever been subjected to any type of disciplinary action at work?	<input type="checkbox"/> -Yes <input type="checkbox"/> -No
Have you ever been subjected to any type of investigation for disciplinary or internal employment reasons?	<input type="checkbox"/> -Yes <input type="checkbox"/> -No
Has it ever been suggested to you, or have you ever been asked to resign, from any position of employment?	<input type="checkbox"/> -Yes <input type="checkbox"/> -No
Have you ever resigned from any position or employment while under investigation or after being notified that an investigation was contemplated?	<input type="checkbox"/> -Yes <input type="checkbox"/> -No
Have you ever been fired or told that you were going to be fired?	<input type="checkbox"/> -Yes <input type="checkbox"/> -No

CRIMINAL HISTORY

Have you ever been convicted of a misdemeanor (higher than Class C) or felony? If yes , describe in full on a separate sheet of paper, including dates, criminal offenses, location (city and state), and disposition.	<input type="checkbox"/> -Yes <input type="checkbox"/> -No
Have you ever pled guilty to, received probation, deferred adjudication, or been placed on any form of diversion for any criminal offense (misdemeanors and felonies)? If yes , describe in full, including dates, criminal offenses, location (city and state), and disposition.	<input type="checkbox"/> -Yes <input type="checkbox"/> -No
Are you currently serving probation, deferred adjudication, or any form of diversion for any criminal offense? If yes , describe in full on a separate sheet, including criminal offense(s), current status, expected date of completion, and the name(s) and telephone number(s) of the probation officer or other person(s) to whom you report while on probation, deferred adjudication, or other form of diversion.	<input type="checkbox"/> -Yes <input type="checkbox"/> -No
Have you ever applied for a concealed handgun permit? If yes, was the permit granted or denied? If denied , describe the reason for denial in full on a separate sheet of paper.	<input type="checkbox"/> -Yes <input type="checkbox"/> -No
Have you ever been charged or convicted for a violation relating to concealed handguns? If yes , describe in full on a separate sheet.	<input type="checkbox"/> -Yes <input type="checkbox"/> -No

EDUCATION AND TRAINING. Copies of transcripts and/or certificates/degrees received from formal education or training must be submitted if required for the job as stated in job description.

High School or GED?	Completed?	School or Program Name	City, State	Highest Grade Completed
<input type="checkbox"/> High School <input type="checkbox"/> GED	<input type="checkbox"/> -Yes <input type="checkbox"/> -No			
Education	Graduated?	School Name	Major Areas of Study	Hours completed or Degree or Certificate received
College/University	<input type="checkbox"/> -Yes <input type="checkbox"/> -No			
Graduate School	<input type="checkbox"/> -Yes <input type="checkbox"/> -No			
Business/Technical	<input type="checkbox"/> -Yes <input type="checkbox"/> -No			
Special Courses	<input type="checkbox"/> -Yes <input type="checkbox"/> -No			

CURRENT LICENSES/CERTIFICATIONS/REGISTRATIONS

Type	Number	State	Expiration
Drivers: <input type="checkbox"/> -Class C <input type="checkbox"/> -Class A CDL <input type="checkbox"/> -Class B CDL <input type="checkbox"/> -Other: _____			
What special endorsements or restrictions do you have on your CDL license? (If applicable): _____ _____			

SKILLS AND QUALIFICATIONS List skills and qualifications you possess for this position.

ASSOCIATIONS AND OFFICES HELD List professional, trade, business, or civic associations/organizations and any offices held. *Exclude* memberships which would reveal sex, race, religion, national origin, age, color, disability, or any other similarly protected status.

Dates	Association/Organization	Membership, Offices Held

ACCOMPLISHMENTS List special accomplishments, publications, awards, etc.. *Exclude* information which would reveal sex, race, religion, national origin, age, color, disability, or any other similarly protected status.

INTEREST IN THIS POSITION Please state why are you interested in this position and your reason for wanting to leave your current employer.

ADDITIONAL INFORMATION List any additional information you wish to be considered.

REFERENCES List three business/work references who are not related to you and are *not* previous supervisors. If not applicable, list three school or personal references who are not related to you.

Name	Telephone	Describe Affiliation	Years Known
	()		
	()		
	()		

UNEMPLOYMENT PERIODS. Please explain any periods of unemployment.

Dates Employed		Employer:	Telephone-()
From (mm/yy)	To (mm/yy)	Employer's <i>full mailing</i> address: City, State, Zip Code:	
		Your job title:	
Starting Wage		Your immediate supervisor:	Telephone-()
\$	per	Their job title:	
Final Wage		<i>Specific</i> reason for leaving (will be verified):	
\$	per		
Summarize the type of work performed and job responsibilities.			

Dates Employed		Employer:	Telephone-()
From (mm/yy)	To (mm/yy)	Employer's <i>full mailing</i> address: City, State, Zip Code:	
		Your job title:	
Starting Wage		Your immediate supervisor:	Telephone-()
\$	per	Their job title:	
Final Wage		<i>Specific</i> reason for leaving (will be verified):	
\$	per		
Summarize the type of work performed and job responsibilities.			

I understand this application is current for this selection process only. At the conclusion of this selection process, this application will become inactive. When a future vacancy arises, and if I wish to be considered for employment, it will be necessary for me to fill out a new application. Applications submitted after the posted deadline will not be accepted.

I understand the City of Nederland, hereinafter referred to as "the City", does not unlawfully discriminate in employment and no question on this application is used for the purpose of limiting or excusing any applicant from consideration for employment on a basis prohibited by local, State, or Federal law.

I understand it is the City's policy not to refuse to hire a qualified individual with a disability because of that person's need for a reasonable accommodation as required by the ADA. Applicants may be required to perform particular job functions as a part of the testing procedure in accordance with the selection procedures designated for particular job titles. The demonstration tests will be required of all applicants for the particular job, without exception. Applicants are to notify the City in advance of any reasonable accommodation necessary to perform job functions or tests.

I understand that in accordance with the City of Nederland Substance Abuse Policy that any applicant tentatively selected for this position will be required to submit to pre-job offer testing to screen for substance and/or alcohol abuse prior to employment, and that employment in the position will be contingent upon a negative test result. I understand that failing the substance and/or alcohol screen will eliminate me from being considered for this position and any other position with the City for a one year period.

I understand that if I am hired for a position requiring a commercial drivers license, I must comply with the Omnibus Transportation Employee Testing Act of 1991.

I understand that if I am made a tentative offer of employment, my employment is contingent upon successful completion of a post conditional job offer fitness for duty examination and/or medical examination.

I understand that if I am hired, I will be required to provide proof of identity and legal work authorization.

I understand that all Regular Full-Time positions require incumbents in the course and scope of their employment to provide services for the benefit of the general public during emergency situations that threaten the safety of Nederland's citizens. Without an approved waiver, employees are required to work immediately before, during, or immediately after an emergency.

I understand that the information given in the employment process may be investigated and inquiries will be made concerning my employment, education, criminal history, driving records, and other related matters. I give the City the right to contact and obtain information from all references, employers, educational institutions, and government agencies and to otherwise verify the accuracy of the information contained in this application. I hereby release from liability the City and its representatives for seeking, gathering, and using such information and all other persons, corporations, agencies, or organizations for furnishing such information. Accordingly, I hereby authorize all current and former employers, and all other public and private concerns, including (but not limited to) consumer reporting agencies and similar entities, to release any and all information maintained by any such employer, concern, agency, or entity concerning my personal history. I understand if employment with the City is denied wholly or partly because of information contained in a consumer report obtained from

a consumer reporting (or similar) agency, that I will be entitled to receive from the City only the name and address of the consumer reporting agency or agencies from which the report was obtained.

In consideration of the City's acceptance and consideration of any application for employment, I hereby, and by these presents do for my heirs, agents, executors, administrators, and assigns, release and forever discharge the City and all affiliated entities from all claims, demands, damages, actions, and causes of action pertaining to or arising out of the City's consideration for my application for employment and use, so long as not malicious, of all information obtained in the course or as a result of all inquiries made into my personal history, and release and forever discharge all former employers from all liability arising out of disclosure to the City of information pertaining to my personal history.

I understand that the City is an employment-at-will employer, in that, either I or the City may terminate my employment at any time for any or no reason subject to applicable state or federal law. I understand that if I am hired, I am free to resign at any time, with or without cause and without prior notice, and the City reserves the same right to terminate my employment at any time, with or without cause and without prior notice, except as may be required by law. This application does not constitute an agreement or contract for employment for any specified period or definite duration. I understand that no representative of the City, other than an authorized officer, has the authority to make any assurances to the contrary. I further understand that any such assurances must be in writing and signed by an authorized officer.

I understand that my application is subject to the Texas Public Information Act and may be released as a public document. I understand that this application is the property of the City and will become a part of my personnel file if I am hired.

I understand that any falsification, willful omission or deception made in connection with the employment process shall be sufficient cause for refusal of employment or dismissal whenever it is discovered.

I certify that all statements made herein or elsewhere in connection with my application for employment are true and correct. I represent and warrant that I have read and fully understand the foregoing and seek employment under these conditions.

Signature of Applicant

Date Signed

Print Name



DISCLOSURE & AUTHORIZATION AND CONSENT FOR RELEASE FORM

PLEASE READ CAREFULLY

We truly welcome your application with **City of Nederland**. You are applying for a position whose acceptance will place you in a category of recognized professionals. In pursuit of that excellence we require, as a condition of employment, that all applicants consent to and authorize a pre-employment and/or continued employment verification of their background, including information submitted on their application or resume.

DISCLOSURE

This document serves solely as a clear and conspicuous written disclosure as required by the Federal Fair Credit Reporting Act set forth in Section 604 (b) to the applicant that a social security, motor vehicle verification, education, previous employment, credit, character, general reputation, personal characteristics, mode of living and a criminal background verification may be obtained for the purpose of this employment application. By the signature below, the Applicant acknowledges that **AccuSource, Inc.** has made this disclosure.

APPLICANT AUTHORIZATION AND CONSENT FOR RELEASE OF INFORMATION

This release and authorization acknowledges that **City of Nederland** may now, or any time while I am employed/training, conduct a verification of my education, previous employment/work history, credit history, contact personal references, motor vehicle records, conduct drug testing and to receive any criminal history information pertaining to me which may be in the files of any Federal, State, or Local criminal justice agency, and to verify any other information deemed necessary to fulfill the job requirements. The results of this verification process will be used to determine employment/training eligibility under **City of Nederland** employment/training policies. In the event that information from the report is utilized in whole or in part in making an adverse action decision with regard to your potential employment/training, before making the adverse decision, we will provide you with a copy of the consumer report and a description in writing of your rights under the law. I authorize **AccuSource, Inc.** at 1240 E. Ontario Avenue, Suite 102-140, Corona, California 92881, 951-734-8882, and any of its agents, to disclose orally and in writing the results of this verification process to the designated authorized representative **City of Nederland**. Contact **AccuSource, Inc.**, if you want to receive a copy of our **Information Security Policy**.

I have read and understand this release and consent, and I authorize the background verification.

I authorize persons, schools, current and former employers, and other organizations and Agencies to provide **AccuSource, Inc.** with all information that may be requested. I hereby release all of the persons and Agencies providing such information from any and all claims and damages connected with their release of any requested information. I agree that any copy of this document is as valid as the original.

I do hereby agree to forever release and discharge **City of Nederland, AccuSource, Inc.**, and their associates to the full extent permitted by law from any claims, damages, losses, liabilities, costs and expenses, or any other charge or complaint filed with any Agency arising from retrieving and reporting of information. According to the Federal Fair Credit Reporting Act, I am entitled to know if employment/training was denied based on information obtained by my prospective employer/training program and to receive a disclosure of the public record information and of the nature and scope of the investigative report.

CONFIDENTIAL INFORMATION FOR POSITIVE IDENTIFICATION PURPOSES ONLY

Applicant Last Name _____ First Name _____ Middle Name _____

List Other Names Used _____ Date of Birth (For Identification only) _____ Social Security Number _____

Drivers License Number _____ State Drivers License Issued _____ Last Name on Drivers License _____

Current Address _____ City/State/Zip _____ Dates _____

Previous Address _____ City/State/Zip _____ Dates _____

Previous Address _____ City/State/Zip _____ Dates _____

Applicant's Signature _____ *Today's Date* _____ ← **RELEASE MUST BE SIGNED**

- Please provide me with a copy of my credit report (California, Oklahoma, Minnesota residents only)
- Please provide me with a copy of my investigative consumer report (California and New York residents only)