



# MULTNOMAH COUNTY OREGON

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DEPARTMENT OF BUSINESS  
& COMMUNITY SERVICES  
HUMAN RESOURCES  
CLASS/COMP UNIT

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5.25.2005

To: [REDACTED] 503/4  
From: Leon Oswalt *LO* Classification/Compensation 503/4  
Subject: Reclassification Request #230

A request for reclassification of position 701718 was received 5/19/02. The position was placed in the Network Administrator classification in 2003 during a class/comp study. A reorganization of the department in 2004, led to the current position focus on desktop PC's. The current classification is NETWORK ADMINISTRATOR, JCN: 6409. The requested classification is DESKTOP SUPPORT SPECIALIST SENIOR, JCN 6404. The presented job duties and descriptions and the County classification documents have been analyzed. We have determined that the position best fits within the DESKTOP SUPPORT SPECIALIST SENIOR classification.

The position is reclassified, subject to Board of Commissioners approval. Under County Personnel Rule 5-50-030, the incumbent will be reclassified with it, as the incumbent has performed the duties of a DESKTOP SUPPORT SPECIALIST SENIOR for at least six months.

### ***Summary of position purpose and main job functions.***

Performs intermediate duties related to Desktop Services support for end-user systems and critical printing functions. Coordinate PC-related design, configuration, installation, maintenance, intermediate problem resolution, diagnostics, system monitoring and end-user documentation for production systems and desktop systems. Work closely with various application development teams and LAN Services to provide a high level of technical support for complex problems and systems related to desktop functionality and network printing. Function as a technical resource for other Desktop support staff for complex PC problem solving, design, implementation and support. Project planning abilities relevant to current and future Desktop Services projects will be required. Responsible for call resolution, call tracking and maintaining customer service levels using Remedy Helpdesk software. Use remote administration tools such as ADUC, SMS, Citrix clients and Terminal Services to monitor and troubleshoot client problems in a distributed environment. Demonstrates a strong understanding of Layer 1, 2 and 3 networking in the performance of the job. Proper use of the County Change Management system to ensure coordination and planning will be required.

### **Review of class specifications:**

**Current Class** NETWORK ADMINISTRATOR

**Class Definition** Designs, implements and maintains voice communication and/or data network systems within the County network.

**Distinguishing Characteristics** Applies intermediate-level knowledge of systems technology to evaluate, analyze, plan, design and implement existing and design network systems and/or enhancements. Administers and supports distributed systems and network operations, including hardware and software solutions. Evaluates, recommends, installs, maintains, troubleshoots and documents network operating systems. Coordinates system installations with vendors and/or internal IT staff. Diagnoses problems using network system tools, analyzes solutions and coordinates repairs.

**Fit analysis for class.** Positions in this classification focus their work on computer Network Systems. The position being reviewed has a focus on desktop computers. This classification is not a good match.

**Proposed Class**

**DESKTOP SUPPORT SPECIALIST SR.**

**Class Definition** Provides technical support services to internal and/or external users of desktop computer systems, including hardware, software, printers and related peripheral equipment.

**Distinguishing Characteristics** Supports, analyzes, troubleshoots and resolves complex PC problems. Handle first-level LAN problems, such as LAN cable connections and network printer definition. Install repairs and configures desktop software and hardware. Identifies and resolves non-routine and second-level problems that are broad in scope with standard or prescribed practices. Escalate complex problems to developers or analysts, or supervisor.

**Fit analysis for class.** This is a good fit for this position. It focuses on the identification and resolution of problems with desktop PCs. The position provides design, configuration, installation, maintenance, intermediate problem resolution, and technical support for those PCs. This is a good classification for the work of the position.

**Reclassification Details:**

The effective date of the reclassification is ~~5/16/2005~~. Your step increase date is unchanged.

Because the position is represented, the Local 88 Collective Bargaining Agreement (Article 15, IV.C) determines the salary level and step increase date.

Date		Class/JCN	Pay Scale Group	Pay Rate	Pay Step	Union
12/19/04	Old	NETWORK ADMINISTRATOR 6049	30	25.22	3	88
5/16/05	Reclass	DESKTOP SUPPORT SPECIALIST SENIOR 6404	26	25.22	7	88

If you have questions, please contact me at extension 24422.

cc: AFSCME Local 88  
Supervisor of Position  
Position HR Manager  
HR Maintainer  
File Copy

Stan Johnson  
Patti Hollamon  
Jaci Burns