



CITY OF AMES
invites applications for the position of:
IT Clerk

An Equal Opportunity Employer

SALARY: \$22.71 - \$31.58 Hourly
\$47,244.08 - \$65,684.11 Annually

OPENING DATE: 11/23/21

CLOSING DATE: 12/13/21 12:00 PM

GENERAL INFORMATION:

Centrally located in the heart of Iowa, Ames is a vibrant, progressive community with more than 60,000 residents providing an excellent quality of life. Home to Iowa State University, Ames offers year-round recreation opportunities, diverse cultural offerings, a stable economy, safe neighborhoods, and a high-achieving school district.

The City of Ames is conducting a recruitment to establish a Civil Service eligibility list for this classification. The list will be valid for up to one year from the date of certification by the Ames Civil Service Commission and may be used to fill one or more vacancies in this classification. In addition, City of Ames Civil Service employees who have previously held Civil Service status in this classification and are interested in voluntarily demoting or laterally transferring into the current vacancy must submit their application by the deadline.

Under the general supervision of the Client Support Coordinator, the IT Clerk provides initial PC hardware and software, peripheral, and telephone technical support; plans, implements, and manages complex assignments and projects; exercises discretion and independent judgment in applying departmental policies and procedures; performs other work as required.

In order to be considered for this position, all applicants must submit their online application by the deadline listed on this posting. Your application includes complete responses to the supplemental questions. Please keep in mind that submission of a resume in lieu of work history on your application or answering the supplemental questions is not sufficient.

Compensation Philosophy:

The City of Ames has a compensation philosophy that the starting pay for our merit salary ranges establishes the salary for employees who meet minimum requirements of a position. The median of any merit salary range is for an employee who can reasonably meet all expectations of the position responsibilities without initial extensive training. In order for employees to have an opportunity to grow within their position, we may consider a candidate's education, experience, and skills above the minimum requirements when looking at a salary closer to or slightly above the median. The median salary for this position is \$56,464 or \$27.1462 per hour.

Benefits

Our comprehensive benefits package can be viewed at: [City of Ames Benefits](#)

Public Service Loan Forgiveness (PSLF) Program: The PSLF Program is a federal program that is intended to encourage individuals to work in public service by forgiving the balance of their federal student loans. To qualify, the individual must have made 120 qualifying payments while employed by a qualifying employer. For more information, please visit:

[PSLF Program](#)

EXAMPLES OF ESSENTIAL JOB FUNCTIONS:

Maintains accuracy of hardware asset inventory and software licensing records. Performs as first tier support for IT servers and systems users. Maintains log of current computer and telephone hardware and software problems; documents the problem; attempts to resolve the problem; and if additional support is needed, forwards the problem to the appropriate client support personnel or vendor; acts as a liaison to service representatives to be sure problem is resolved and follows up with client until the problem is resolved. Provides general over the phone training in the use of standard hardware, software, network access, peripherals, and telephone usage. Plans, implements, and manages complex clerical assignments and projects; collects and analyzes information; and prepares reports and interdepartmental billings. Develops and maintains complex manual filing systems and automated databases; uses software packages to compile and analyze data, and to generate standardized reports. Maintains and follows up on customer and budgetary accounts for division. Work is subject to shift assignment and on-call status.

Each employee is expected to continually strive to bring shared values to life through our Excellence Through People organizational culture. ETP values include: committing to continuous improvement; inspiring creativity and innovation; being customer driven; making data-driven decisions; committing to diversity, equity and inclusion; championing employee involvement; striving for excellence; having fiscal stewardship; acting with honesty and integrity; exhibiting leadership; choosing a positive attitude; respecting one another; promoting safety and wellness; and cultivating teamwork. For leaders, this includes creating a work culture that brings these values to life. For all employees, this includes maintaining a Total City Perspective. The purpose of ETP is to deliver exceptional services to the public at the best price, and for employees to experience an enjoyable and stimulating work environment.

QUALIFICATIONS:

Education and Experience: Successful completion of high school, HiSET, or GED is required, with post-secondary professional development in support staff functions preferred. Three years of diversified office clerical and support staff experience is required, preferably within a technological environment providing basic support of IT hardware/software, printers, scanners, and telephone systems; or equivalent combination of education or experience. Some general accounting experience is also preferred.

Licenses and Certificates: Preference may be given to candidates holding (or able to show that they can get within six months of appointment) a CompTIA A+ certification (or current equivalent).

Knowledge, Skills, and Abilities: Knowledge of the principles, practices, methods, and techniques associated with trouble shooting and supporting PC hardware, application software, telephone, basic computer operations, and peripherals. Considerable knowledge of modern office practices and procedures including the utilization of automated technology to enhance office efficiency and effectiveness; considerable knowledge of departmental policies and administrative requirements as they affect clerical operations and responsibilities. Ability to take initiative to resolve challenging issues and leverage resources as needed. Basic knowledge of accounting, payroll, bookkeeping or billing procedures.

Skill in comprehending hardware, software, and telephony problems; and providing initial resolution attempts in an effective and efficient manner. Skill in organizing and maintaining complex clerical operations including both manual and automated filing systems; skill in executing a wide variety of routine and specialized office clerical functions, including demonstrated proficiency in word processing and other office software; skill in operating a computer terminal and other standard office equipment.

Ability to exercise sound, independent judgment in applying City and departmental policies and procedures to routine situations; ability to make simple analyses of data and to make arithmetic calculations; ability to prepare routine written reports; ability to establish and maintain effective working relationships with co-workers, other City employees, and members of outside agencies; ability to deal with service calls, questions, and complaints in a friendly and professional manner; ability to communicate clearly and concisely in both written and oral communications; ability to

communicate technical concepts to non-technical persons; ability to operate a wide variety of computers and peripherals, computers, and software.

SUPPLEMENTAL INFORMATION:

Required Physical Activities: Climbing, stooping, reaching, standing, walking, lifting, finger dexterity, grasping, feeling, talking, hearing, and repetitive motions.

Physical Characteristics of Work: Requires sitting approximately 70% of the time, standing approximately 20% of the time and standing and walking approximately 10% of the time. Requires frequent lifting of objects weighing under 10 pounds, routine lifting of objects weighing from 10 to 25 pounds and occasional lifting of objects weighing more than 25 pounds.

Vision Requirements: The minimum standard for use with those whose work deals largely with preparing and analyzing data and figures, accounts, computer terminal and extensive reading.

Environmental Conditions: The worker is subject to inside environmental conditions and noise.

Examples of Equipment Used on the Job: A wide variety of computer hardware such as computer, printer, scanner, and monitor. A variety of computer software including word processing, spreadsheet, database, Internet, presentation, specialized software, and operations systems. General office equipment such as writing utensils, forms and papers, paper fasteners, calculator, copy machine, file and storage cabinets, telephone, FAX machine, etc. Printed materials such as forms and manuals.

Selection Process:

The selection process consists of an evaluation of education and experience, skills testing, phone interview, hiring assessment, on-site interview which will include a manager meeting and written exercise and completion of a criminal background check, which includes a sex offender registry check. All candidates will be notified by email of their application status.

****Preference may be given to applicants possessing qualifications above the minimum.****

Depending on the number of qualified candidates, the City may forego phone interviews.

Admin Testing

For those candidates who qualify, there will be a testing date on December 17, 2021 to determine which candidates will be moving forward to interviews. Due to the anticipated number of candidates, no alternative testing dates or times will be made available. Candidates are responsible for their own transportation and lodging costs to attend the exam.

E-Verify Process:

The City of Ames participates in E-Verify and will provide the Social Security Administration (SSA) and, if necessary, the Department of Homeland Security (DHS), with information from each applicant's Form I-9 to confirm work authorization. All candidates who are offered a position with the City of Ames must complete Section 1 of Form I-9 along with the required proof of their right to work in the United States and proof of their identity on their first day of employment. Please be prepared to provide required documents on your first day of employment. For additional information regarding acceptable documents for this purpose, please contact Human Resources at 515-239-5199 or go to the US Citizenship and Immigration Services web page at: <http://www.uscis.gov>.

Veteran's Preference Points

The City of Ames provides Veteran's Preference Points for Civil Service positions. A copy of your DD214 and, if applicable, proof of disability, must be attached with your application (or faxed to 515-239-5297) prior to the close date of the posting in order to receive Veteran's Preference Points.

NOTE: Applicants with disabilities may submit requests for ADA testing or interview accommodations to the Human Resources Department prior to the test or interview.

The City of Ames is an Equal Opportunity/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to race, color, creed, age, religion, sex, sexual orientation, gender identity, genetic information, ancestry, national origin, marital status, disability, or protected veteran status and will not be discriminated against. Inquiries can be directed to the Human Resources Department at 515-239-5199.

APPLICATIONS MUST BE FILED ONLINE AT:
<http://www.cityofames.org/jobs>

Job #21-0212-01
IT CLERK
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OUR OFFICE IS LOCATED AT:
515 Clark Ave
Ames, IA 50010
515-239-5199
hr@cityofames.org

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IT Clerk Supplemental Questionnaire

- * 1. Please share your personal approach and/or philosophy on customer service and include 1-2 specific examples of where you applied such to your work.

- * 2. Please summarize any professional development in clerical and administrative support you have utilized for improving or advancing your work, including any higher education courses, other certification(s) or degree(s).

- * 3. Please explain your experience with meeting and managing deadlines for special projects successfully and provide 1-2 specific examples.

- * 4. Please describe your work experience with computer software such as Excel, Word, Adobe editing and any financial accounting software. Include examples of how you use the software and your proficiency with each one.

- * 5. Please indicate if you currently have a CompTIA A+ (or current equivalent) certification or if you have plans to obtain. This is not a requirement for hire, but could be beneficial for future success in this position.
 Yes No

- * 6. If you answered 'yes' to question 5, please provide the specific certification you have obtained and any related expiration date associated. If you answered 'no', please enter N/A in this space.

- * Required Question