THE CITY OF KNOXVILLE

CIVIL SERVICE JOB ANNOUNCEMENT

Civil Service Department, Suite 569, City County Bldg, 400 Main Street, Knoxville, TN 37902 (865) 215-2106. Web:www.knoxvilletn.gov

1070 **Technical Services Technician** **5/18/2016**

(Entry-Level and Promotional)

Drug testing may be required

ENTRY-LEVEL SALARY: $26,995 annually
PAY GRADE RANGE: $26,995 -$40,015 annually (Pay Grade 4)
The City of Knoxville requires as a condition of employment that all newly employed individuals, former employees that have been re-hired, or employees promoted to a new classification will receive their paychecks by way of automatic direct deposit.

Starting and promotional salaries will be determined based upon applicant qualifications and in accordance with Civil Service Merit Board Rules and Regulations.

The City of Knoxville only accepts online applications. To apply, go to www.knoxvilletn.gov. **You must complete ALL APPLICABLE SECTIONS of the application. DO NOT LEAVE SECTIONS BLANK SIMPLY BECAUSE THAT INFORMATION APPEARS ON YOUR RESUME. Doing so could result in your application being deemed incomplete.** If you need assistance submitting an application, you may visit the Civil Service office at the address listed above.

The following documents MUST be submitted online by **4:30 p.m. on:** **Tuesday, May 31, 2016.**

- Completed City of Knoxville Online Application.
- Detailed Resume (upload and attach to your online application).
- If you have questions regarding your application or need help applying, please email hbroyles@knoxvilletn.gov before the posting deadline.

JOB DESCRIPTION: Please See Attached Position Description

MINIMUM REQUIREMENTS

Unless stated otherwise, applicants must possess and/or meet the following minimum requirements prior to the application deadline.

- Current City Employees may apply, but must have completed initial Civil Service probationary period and must have received a satisfactory performance rating on their last evaluation to receive promotional preference.
- Graduation from a standard high school or equivalent.
- Preference may be given to candidates with work experience in records management, geographic information systems, land surveying, cartography, real estate title abstractor or a related field.

EXAMINATION

The selection procedure for this position will consist of a Written Examination (100% of Final Score). The written exam will include sections on: Land Development and Mapping, Record Keeping, Public Relations, Communication, Computer Equipment and Procedures.

Note: Background checks will be conducted.

AN EQUAL OPPORTUNITY EMPLOYER/DRUG FREE WORKPLACE

The City of Knoxville does not discriminate on the basis of race, color, creed, national origin, sex, religion, age, veteran status, disability, gender identity, genetic information, or sexual orientation in employment opportunities.

POSITION DESCRIPTION
City of Knoxville

Class Title: Technical Services Technician	**Working Title:** same	**PCN :**
	Incumbent: vacant	**Created:** 02/17/2014

GENERAL DESCRIPTION

Under general supervision, performs work of routine difficulty in the storage and retrieval of source documents and other records.

ESSENTIAL FUNCTIONS

Organizes, plans, maintains and updates a record-keeping system which provides rapid retrieval of plats, maps, plans, development permits, deeds, agreements, and other legal documents stored on microfilm, microfiche, paper, and digital records.

Maintains a ready availability to public, in a customer service office environment, by assisting walk-ins at a public counter, responding to emails and phone calls.

Provides copies of requested documents and information to City employees, attorneys, general public, lawyers, architects, engineers, contractors, land surveyors, etc.

Performs detailed research of records located in the Engineering Records, Knox County Register of Deeds, state offices, and other applicable offices as needed to support the Technical Services Section.

Assists in the preparation of descriptions for deeds, easements, agreements, and other legal documents as required for supporting the Technical Services Section.

Types correspondence, produces reports, and provides other assistance as required under the supervision of the Technical Services Administrator.

Performs related work as required.

MARGINAL FUNCTIONS

None indicated.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of record-keeping principles and practices and an understanding of the importance of long-term document storage and effective retrieval systems; ability to organize and maintain a large volume of technical information and records, and retrieve information efficiently.

Ability to engage in effective public relations in a customer service setting; ability to establish and maintain effective working relationships with the public and other employees, all while exhibiting a high level of professionalism and courtesy.

Knowledge of modern office practices, procedures, equipment and software including Microsoft office and adobe. Ability to utilize computers and plotters to plot maps, drawings, etc.. Ability to perform adjustments to equipment and software to enhance records for reproduction and long-term retention.

Knowledge of photography and filming processes, ability to learn to manipulate viewers to access records contained on microfilm and microfiche, and ability to perform equipment adjustments necessary to reproduce quality prints from microfilm and microfiche for transfer to paper printouts and for digital conversion.

Knowledge of fundamental land surveying principles as it pertains to land development and mapping, legal documents (deeds) for transfer of real property, easements, general property ownership principles, and an ability to effectively research associated public records.

Knowledge of fundamental GIS concepts, GIS software (i.e. ESRI) and/or other software based mapping applications (i.e. AutoCAD, etc.).

Effective oral and written communication skills.

PHYSICAL REQUIREMENTS

This position consists of primarily light work, requiring the incumbent to exert up to 20 pounds of force occasionally, and/or 10 pounds (or less) of force frequently, in order to lift, carry, push, pull or otherwise move objects. The job usually requires walking or standing to a significant degree. A description of the specific physical requirements associated with this position is maintained on file in the Civil Service office for review upon request.

MENTAL REQUIREMENTS

This position uses relevant principles and procedures to solve practical problems and to deal with a variety of concrete variables in situations where only limited standardization exists. A description of the specific mental requirements associated with this position is maintained on file in the Civil Service office for review upon request.

MINIMUM REQUIREMENTS

Graduation from a standard high school or equivalent.

PREFFERRED QUALIFICATIONS

Preference may be given to candidates with work experience in records management, geographic information systems, land surveying, cartography, real estate title abstractor or a related field.