



May 2007
FLSA: NON-EXEMPT

INFORMATION SYSTEMS TECHNICIAN

DEFINITION

Under general supervision, performs a variety of technical duties in support of the Town's management information system; provides technical support to users; troubleshoots hardware and software problems associated with the Town's computers and related equipment; installs hardware equipment and software applications; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Information Systems Supervisor. No supervision of staff is exercised.

CLASS CHARACTERISTICS

This is the journey-level technical support class in the information systems series that provides technical desktop support to Town employees. Responsibilities include troubleshooting hardware and software applications; assuring the security of Town personal computers by searching for and eliminating viruses, ad-ware, spy-ware, etc.; assisting in the implementation of new software and/or hardware; and the overall maintenance of user accounts. This class is distinguished from the Information Systems Specialist in that the latter has higher-level technical responsibilities.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Sets up and moves workstations; supplies workstations with computer terminals, connections, and telephones; installs, maintains, and troubleshoots voice connections, cabling, instruments, and switches; tests and certifies each installed connection.
- Evaluates and diagnoses computer hardware and software problems associated with the Town's computers and related equipment; performs diagnostic testing; repairs equipment.
- Installs and supports new hardware and new and/or upgraded versions of software applications.
- Performs routine tasks of local area network (LAN) and wide area network (WAN) administration; establishes a computer maintenance schedule; performs minor maintenance and servicing on computer hardware, including changing toners in printers.
- Communicates and interfaces with end users; instructs end users concerning computer systems, hand-held devices, and software applications.
- Stays abreast of current trends and developments in the field of computer software programs and networking systems on a variety of hardware operating systems.

- Researches, evaluates, and purchases computer equipment and supplies.
- Performs systems backup and maintains storage system for such records.
- Orders and maintains inventory, tracks, and receives a variety of telecommunications and computer systems equipment, software applications supplies, training materials, and related needs adhering to established purchasing policies.
- Assists in the development of, maintains, and enforces information technology operational policies and procedures.
- Maintains and modifies system and user-end security, Town security system (I.D. badges), databases, intranet, records, and websites.
- Issues hardware equipment and computer literature for checkout.
- May develop applications, scripts, and macros to enhance, expedite, and automate various tasks.
- Produces and distributes statistical data, reports, and computer printouts.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Applications and functions of computer hardware, software, and peripheral devices.
- Operational characteristics, services, and activities of an Information Systems program.
- Theory and design of Information Technology.
- Principles of database management and systems development.
- Windows, LINUX/UNIX operating systems; LAN/WAN design and support, routers, and switches.
- Computer and peripheral equipment maintenance methods and procedures.
- Occupational hazards and standard safety practices necessary in the area of computer operations.
- Technical report writing practices and procedures.
- Principles and procedures of record keeping.
- Modern office practices, methods, and computer equipment.
- Computer applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for dealing effectively with the public, vendors, contractors, and Town staff, in person and over the telephone.
- Techniques for providing a high level of customer service to public and Town staff, in person and over the telephone.

Ability to:

- Analyze and troubleshoot computer networks, servers, and workstation hardware and software; use logic to solve the problem.
- Plan, organize, and prioritize tasks.
- Establish and maintain a computer maintenance schedule.
- Train other employees in the application and use of computer hardware and software.
- Write system procedures.
- Diagnose system software problems.
- Learn to use new and existing software and hardware.
- Use word processing, spreadsheet, and graphics programs.
- Understand and follow oral and written instructions.
- Organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and software programs.
- Use English effectively to communicate in person, over the telephone, and in writing.

- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish and maintain effective working relationships with those contacted in the course of the work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to the completion of an Associate's degree in computer science, data processing, or a related field, and two (2) years of recent related experience in personal computer system installation and support.

License:

- Valid California class C driver's license with satisfactory driving record and automobile insurance.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various Town sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard or calculator, and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects necessary to perform job functions.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

May be required to work on evenings, weekends, and holidays. Participates in an after-hours emergency response program for on-call and callback assignments.