

Information Systems Technician - 1331

Primary Reason Why Classification Exists

To perform technical and skilled work in the selection, installation, and maintenance support of the City's microcomputer systems and web page presence

Essential Duties

- Answers user questions related to software and operation of personal computers
- Provides technical guidance to City personnel on the type of computers and software needed for specific applications
- Installs and maintains network and software applications, including upgrades; assists in the repair of software and hardware malfunctions
- Maintains inventory of hardware, software, and user licenses
- Provides training and education to users on the use of computers and associated software
- Establishes and maintains documentation related to computer systems, cell phones, radios, mobile phones, including verification of billing
- Maintains reasonable and predictable attendance
- Performs related tasks as required

Knowledge, Skills, and Abilities

- Considerable knowledge of the operations and maintenance requirements for office-based computer systems as well as local and wide-area networks systems and web page development and configurations
- Knowledge of the operational characteristics and administration of network security systems
- Ability to maintain standards and compatibility of microcomputer systems
- Ability to communicate effectively, both orally and in writing, with City employees, managers, and vendors
- Ability to establish and maintain effective working relationships with users and vendors
- Ability to work independently and take on responsibilities of local area networks (LANs)

Physical Requirements

This is medium work requiring the exertion of 50 pounds of force occasionally, up to 20 pounds of force frequently, and up to 10 pounds of force constantly to move objects. Work requires climbing, stooping, kneeling, crouching, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, and repetitive motions. Vocal communication is required to express or exchange ideas. Hearing is required to perceive information at normal spoken word levels. Visual acuity is required for depth perception, preparing and analyzing written or computer data, visual inspection involving small defects and/or small parts, operating or repairing computers, printers, and other equipment, determining the accuracy and thoroughness of work, and observing general surroundings and activities

Working Conditions

Work is generally performed in an office environment with controlled environmental conditions

Education and Experience

Graduation from high school or GED equivalency and 3 - 4 years experience in the installation,

maintenance, and configuration of office computer systems and computer local area networks (LAN) and wide-area networks (WAN) as well as web page applications, development, and security. An Associate's degree in computer science is desired and a Bachelor's degree is preferred

Special Requirements

- Valid North Carolina driver's license
- Prior experience with Windows operating environment including applications such as Word, Excel, Access, and PowerPoint as well as modern web page applications
- Certified with A+ in personal computer maintenance and repair

FLSA Status: Nonexempt (eligible for overtime or equivalent compensatory time at 1½ times the employee's regular weekly rate for all hours worked in excess of 40 hours in the City's official work week and not the employee's work schedule)

Disclaimer

This classification specification has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to perform the job. The Physical Requirements and Working Conditions section of this classification may vary from position to position and a more thorough description of these elements can be found in the employee's Position Analysis Questionnaire (PAQ). The employer reserves the right to assign or otherwise modify the duties assigned to this classification.

January 2015