## INFORMATION SYSTEMS TECHNICIAN
### Classification Specification
### Non-Represented General

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions.  Therefore, specifications **may not include all** duties performed by individuals within a classification.  In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

### DEFINITION:

Under supervision the Information Systems Technician shall provide technical assistance, training, and support in the use of IT hardware and software.  Administrative duties to include work order response, routing and maintaining the City's technology asset inventory.

### DISTINGUISHING CHARACTERISTICS:

The **Information Systems Technician** is a Non-Represented, General Classification responsible for providing high levels of customer service.  The incumbent will possess problem solving and critical thinking skills as well as a work history that demonstrates maturity, longevity, commitment, the ability to work well under pressure and to effectively communicate.

### SUPERVISION RECEIVED/EXERCISED:

Receives direct supervision from Information Systems Manager and/or designee.  Incumbents may occasionally exercise technical and functional supervision over lower level staff.

### ESSENTIAL FUNCTIONS:   *(The following is a typical list of duties assigned to the Information Systems Technician.  The duties included in this list are examples and are not intended to be all-inclusive or restrictive.)*

- Receives, logs, and routes user calls for assistance or repair; monitors trouble call/resolution information; monitors and reports aged calls to ensure timely response.

- May assist in, or solely execute, installation of hardware and software, maintenance, and repairs to City equipment as needed.

- Prepares and maintains technical documentation and procedures.

- Maintains accurate physical inventory of all City technology assets. Coordinates equipment deliveries, maintenance and software licensing compliance.

- Researches, evaluates, and tests hardware, software products, and systems solutions; installs, configures and tests hardware and/or software, prepares reports and proposals for service.

- Informs and trains users in equipment and software operation; analyze and recommends response time, training design, user support needs, or customer satisfaction.

- Assists in the preparation of documentation related to IT systems in the support of the division needs and goals.

- Provides support as needed during public meetings.

- Participates in the required Adjusted Workweek Program, and may be required to assist during emergencies, holidays, weekends, and after-hours.

- Perform other related and peripheral duties as required and necessary for the successful performance of this job.

**QUALIFICATIONS:** *(The following are minimal qualifications necessary for entry into the classification.)*

### Education and/or Experience:

Any combination of education and experience that has provided the knowledge, skills and abilities necessary for the position of the Information Systems Technician. A typical way of obtaining the required qualifications is to possess the equivalent of two (2) years related experience with relevant computer systems and/or working with personal computers in a time-critical environment, data processing and providing support in an office environment; and a High School diploma or GED. An Associate's degree with coursework in computer science, information systems, or a related field is desirable. A combination of education and certifications may be considered in lieu of experience.

### License/Certificate:

- Possession of, or ability to obtain, a valid class "C" California driver's license.

- CompTIA A+ certification desired.

**KNOWLEDGE/SKILLS/ABILITIES:** *(The following are a representative sample of the KSA's necessary to perform essential duties of the position.)*

**Knowledge of:**

PC support, local area networking concepts, Microsoft operating systems and client server architecture.

**Skill to:**

Operate an office computer and a variety of word processing and software applications; operate and maintain a variety of types of equipment, tools and machinery used on assigned work projects.

**Ability to:**

Present information and respond to questions from varying audiences; define problems, collect data, establish facts, and draw valid conclusions; read and interpret instructions and follow verbal and written direction; establish and maintain effective working relationships with staff, customers, and the public; communicate clearly and concisely to be easily understood both verbally and in writing with staff at all organizational levels; provide high levels of customer service; problem solve.

**WORKING CONDITIONS:**

Position requires prolonged or intermittent sitting, standing, walking on level, uneven, or slippery surfaces, reaching, twisting, turning, kneeling, bending, stooping, squatting and crouching. The position also requires grasping, repetitive hand movement and fine coordination in preparing reports and using a computer keyboard in the performance of daily duties. Additionally, the position requires near and far vision when reading correspondence and using a computer and acute hearing is required when providing phone service and communicating in person. The need to lift, carry, push, and pull files, reports and other materials weighing up to 40 pounds is required. The employee may occasionally be required to travel to different sites and locations; when working outdoors the incumbent may encounter extreme weather conditions, including wet, hot, cold, wind, snow, ice, and heavy vehicle traffic. The noise level in the work environment is usually quiet to moderate when indoors and moderate to loud when outdoors.

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Working Conditions and Formatting Revised July 2008
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