INFORMATION SYSTEMS TECHNICIAN

DEFINITION

Under supervision, installs and maintains personal computer and network systems and related equipment; performs technical work in administering the City's network infrastructure and information systems; installs and maintains software.

SUPERVISON EXERCISED

None

EXAMPLES OF DUTIES
Duties may include but are not limited to:

Install, configure, troubleshoot, upgrade, repair workstations and peripheral devices and network hardware and software.

Set up email addresses/boxes, establish security codes, read, interpret and apply technical information from manuals, drawings, schematics and specifications.

Assist in the development of plans for technology improvements, replacements and upgrades.

Provide technical assistance and computer training to system users.

Maintain records of computer problems, complaints and resolutions.

Maintain and update files and system documentation, maintain inventory and related supplies.

Respond to calls for service and assistance.

Coordinate with vendors and off-site support providers.

Perform related duties as assigned.

KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of:

Computer hardware installation, replacement and repair.

Computer operating and applications software included but not limited to MS Windows, Office, Word, Excel and PowerPoint, Publisher, Adobe Acrobat, Illustrator and Photoshop.

Operating characteristics of information systems equipment including host computers, printers, storage systems, controllers/multiplexers, communication switches, scanners, PC workstations/terminals and related peripheral devices.

Principles of architecture, maintenance and operation of digital computer and electrical systems.

Ability and Skill to:

Create, read and interpret electrical/electronic schematics, system network diagrams, plans, blueprints and electrical wiring diagrams.

Maintain the confidentiality of information.

Install hardware, network and communications systems.

Read and understand schematics and technical instructions and technical manuals, journals, literature and related documents.

Perform complex maintenance tasks on equipment.

Plan and organize work to meet schedules and timelines.

Communicate clearly both orally and in writing.

Perform duties of an emergency worker in the event of a natural or other disaster.

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

AA degree in computer science or related field and two (2) years of network information technology experience.

LICENSE OR CERTIFICATE

Possession of a valid Class C California Driver's License and a good driving record.

ESSENTIAL JOB FUNCTIONS/A.D.A.

Ability to operate computer, calculator, telephone, portable radio, copying machine and cash register

Ability to understand and respond to the public's and staff's requests for assistance both on the phone and in person

Ability to prepare reports, perform mathematical calculations, count money and sort/file documents

Ability to sit for two hours at a time

Ability to lift up to 50 pounds

Ability to climb a footstool or ladder for the purposes of retrieving records

Ability to get from one location to another in the course of doing business