



Department:	Finance
Bargaining Unit:	Confidential
Salary Range:	C38
Last Revision:	June 1999

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## INFORMATION SYSTEM TECHNICIAN

### **DEFINITION**

Under direct supervision of the Finance Director, responsible for setting up, coordinating, upgrading and monitoring the operation of mainframe computer network, and work stations.

### **EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES**

Must be customer service responsive.

Perform system back-ups on mainframe computer system; computer network and work stations, remove and store back-ups to a remote location.

Observe, report, and correct deviations from standard performance on the mainframe computer system, computer network and work stations.

Observe procedures for security of computer hardware and software, and performs diagnostic routines in accordance with written instructions on mainframe computer system, computer networks, and work stations.

Troubleshoot and correct or replace hardware component failure(s) for personal computers, printers, or other related peripherals and perform required equipment and facilities preventative maintenance.

Initiates repairs by contract field engineers for the mainframe computer system.

Assess and make recommendations on whether to perform maintenance or send out equipment for repairs.

Maintenance of equipment performance, location and production records on mainframe computer system, work stations, network equipment, printers, and peripheral equipment.

Follows job priorities as established by supervisors schedules, or may modify or establish other priorities based on evaluation of essential deadlines to be met.

Maintain daily operating schedule to assure optimum utilization of equipment and time.

### **EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES**

Answer users questions regarding network or equipment operations, special job request and processing operations.

Update various documents such as operator=s manual, and computer manufacturer=s manuals.

Participate in training programs, and perform related duties as required in training end users.

Assist end users in procedures and use of work stations, networks and related software applications.

Install standard software as required and pre-approved, and set up work stations throughout the City's various locations.

Check and add new terminals, personal computers, printers, etc. to the mainframe, network and reporting systems. Track, log and correct computer problems.

Manipulate controls in accordance with standard procedures, run diagnostics tests to detect machine malfunctions, monitors control panel, backup units and other off-line equipment.

### **OTHER JOB RELATED DUTIES**

Perform related duties and responsibilities as assigned.

### **JOB RELATED AND ESSENTIAL QUALIFICATIONS**

#### **Knowledge of:**

Job procedure manuals and flow charts.

General office procedures.

Customer service techniques.

#### **Skills to:**

Configure and maintain Windows NT Servers and clients.

Operate a micro and mainframe computer system.

**Skills to:**

Diagnose and determine hardware and/or software failure and take corrective action.

Prepare equipment performance and production records.

Follow written and coded instructions.

Operate multiple computer systems, communications, and peripheral equipment.

**Ability to:**

Work effectively and cooperatively with computer system users and department staff.

Identify, evaluate and solve problems with NT computer systems and networking equipment.

Read, interpret, and apply technical publications, manuals and other documents.

Learn and understand data processing concepts and programs used by the City.

Communicate effectively with personnel of user departments, both orally and in writing.

Schedule and perform work within time limits and deadlines.

Troubleshoot both hardware and software problems and determine effective solutions.

Understand and follow verbal and written instructions.

Work safely around electronic equipment.

**Experience and Training Guidelines:**

*Any combination equivalent to experience and training that would provide the required knowledge, skills, and abilities would be qualifying. Atypical way to obtain the knowledge, skills, and abilities would be:*

**Experience:**

Two (2) years of experience in the above areas derived from work maintaining PCs, networks, and software in a commercial or government environment.

**Training:**

An Associate of Arts or Bachelor=s of Science degree or equivalent combination of education and experience.

**License or Certificate:**

Possession of, or ability to obtain, an appropriate, valid driver's license.

Possession of, or ability to obtain a network certification within first two (2) years of employment.

**Special Requirements:**

*Essential duties require the following physical skills and work environment:*

Ability to work in a standard office environment.

Ability to work alternative work schedule.

**Effective Date:** June, 1999