

INFORMATION SYSTEMS SUPPORT TECHNICIAN

DEFINITION

Under general supervision, performs a variety of routine end user technical support and consultation; provide hardware and software installation, maintenance and customer support services for networked personal computer users; provide customer support services for printers and other computer peripherals; support local area networking equipment, and perform related duties as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from higher level Technology Services personnel

May exercise technical and functional supervision over lower level staff.

EXAMPLES OF ESSENTIAL DUTIES

Duties may include but are not limited to the following:

1. Staff Help Desk, review all calls, prioritize and assist users over the telephone, email or in person or refers to appropriate level for resolution.
2. Performs technical support and consultation to end users regarding office automation including word processing, spreadsheets, databases, graphic and desktop publishing.
3. Maintain Help Desk log of calls, problems, repairs, and maintenance of personal computers and peripheral equipment and follow up to ensure resolution.
4. Install and upgrade microcomputer hardware and software; provide host software assistance; diagnose and troubleshoot basic problems with LAN/WAN, servers, printers, modems, and peripherals.
5. Order and maintain equipment inventory database of all computers and peripheral equipment purchases.
6. Review the Data Systems Operator processing of claim for payments and open order payments.
7. Use administrative tools to maintain network/computer system access to staff per departmental requirements.

8. Participate in and/or coordinate the repair of computer hardware as necessary.
9. Provide instruction on the use of newly installed personal computers and their installed software.
10. Maintain inventory of micro computer equipment, software and licensing agreements.
11. Conduct and/or coordinate network and microcomputer training.

JOB RELATED AND ESSENTIAL QUALIFICATION

Knowledge of:

Principles and techniques of microcomputer hardware and software installation.

Standard database, work processing, report generations, spreadsheets and other computer software used throughout the City.

Principles and practices of local area networks and wide area networks.

Data communications host systems software, host operations, data management, software tools and utilities, help desk operations.

Ability to:

Identify, evaluate and resolve a variety of computer/application related problems; install new hardware including CPU and printer set up and load new and upgraded software; install new hardware and software and make modifications and repairs.

Analyze, evaluate, diagnose, and troubleshoot microcomputer hardware and software end user problems.

Prepare clear, concise, and accurate records, procedures, and reports of work performed.

Make sound independent decisions within established guidelines.

Adapt to a work environment characterized by changes in equipment, techniques, schedules and deadlines.

Work cooperatively and effectively with others.

EXPERIENCE AND EDUCATION

Any combination of experience and education that could likely provide the required knowledge and abilities would be qualifying. Atypical way to obtain the knowledge and abilities would be:

Experience:

Two years of experience which include microcomputer hardware and software technical support or network support.

Education:

Equivalent to the completion of the twelfth grade plus specialized coursework in computer hardware operations, including operating systems and application software.

SPECIAL REQUIREMENTS: Essential duties require the following physical abilities and work environment: Ability to work in a standard office environment, sit, stand, walk, kneel, crouch, squat, stoop, reach, twist and lift up to 35 lbs.

PROBATIONARY PERIOD: One Year

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APP GROUP: 5

FPPC STATUS: Non-Designated

FLSA STATUS: Non-Exempt