City of Woodland

INFORMATION SYSTEMS TECHNICIAN I / II

DEFINITION

To support and maintain various computer hardware and software systems for the City.

SUPERVISION RECEIVED AND EXERCISED

Immediate supervision is provided by the Information Systems Manager or the Police Chief or his/her designee. The Information Systems Technician I is an entry level position and will perform basic and routine tasks to assist the Information Systems Division. The Information Systems Technician II is a journey level position and will perform more responsible and technical assignments for the Division. Responsibilities may include the indirect supervision of lower level clerical and technical positions.

EXAMPLES OF DUTIES - The following are typical illustrations of duties encompassed by the job class, not an all inclusive or limiting list:

ESSENTIAL JOB FUNCTIONS:

Perform troubleshooting, testing and minor repairs for computer hardware and software; operate and maintain networking or audio/video equipment; implement and maintain Internet capabilities.

Perform routine system administration tasks as needed to respond to customer needs, such as configuring user access, configuring printer/workstation settings on the network, changing backup media, and recovering files from backup.

Manage the City's small computer inventory. Perform data collection and produce reports, or other products.

Assist with the implementation of system upgrades and modifications. Test programs to ensure correct operations and no adverse impact affects programs or systems. Integrate and configure systems as needed.

Advise and assist in the selection and purchase of computer hardware and software.

Regular and consistent attendance.

OTHER JOB FUNCTIONS:

Promote and maintain safety in the work place. Ensure adherence to security and data confidentiality guidelines, and provide input on operational processes and procedures.

Serve in a stand-by status after regular working hours and respond to emergency call-outs.

Perform general office duties; conduct data entry, prepare and file routine reports and correspondence.

Consult with the Information Systems Manager regarding all City standards on computer systems.

Prepare and assist in presentations to City Council, miscellaneous committees, and local interest groups.

Perform related duties as assigned.

QUALIFICATIONS:

Knowledge of:

Current computer industry technology, practices and trends; including computer system operations, maintenance, and networking.

Operation and maintenance of small computer components including computers, workstations, terminals, printers, monitors, hard drives, video cards, memory, modems, and related software such as operating systems (Unix and Windows), databases, word processing, spreadsheet, Internet browsers and utilities.

Basic principles and practices of local and wide area networks, Internet technology, and database management.

Implementation and maintenance of Internet capabilities through web page development software, programming languages, graphics programs, or other utilities.

Operation and configuration of video conferencing, video and sound systems, projectors, and other equipment used for presentation capabilities.

Standard testing techniques.

Research techniques and procedures; business letter writing and basic report preparation.

Safe work practices.

Job planning, prioritizing and scheduling techniques.

Skill to:

Troubleshoot hardware and software problems and make minor modifications and repairs.

Prepare accurate correspondence, reports, graphs, charts, and other descriptive material.

Train and monitor departmental staff in the operation of existing or new applications or systems including explaining concepts to non-technical users.

Collect, organize and analyze data.

Conduct any data entry functions accurately and timely.

Ability to:

Operate and maintain a wide variety of computer systems hardware and software.

Communicate effectively, both orally and in writing.

Establish and maintain effective work relationships with coworkers and those contacted in the performance of required duties.

Work with minimal supervision.

Meet the physical requirements necessary to safely and effectively perform the assigned duties.

MINIMUM EDUCATION AND EXPERIENCE:
Education:
 Technician I - Equivalent to the completion of the twelfth grade including or supplemented with course work in computer technology or a related field. Technician II – Additionally requires college level course work in computer programming, systems analysis, networking or a related field.
Experience:
 Technician I –One year of experience performing tasks comparable to those of a computer technician, programmer or analyst, preferably in a large organization or municipal government. Technician II – A minimum of one year of experience as a Technician I.
License or Certificate:
 Possession of a valid California driver's license.

Council Action: December 7, 2004

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