

# *Lehi City*

## Job Description



<b>Title:</b>	Information Systems Technician II	<b>Code</b>	<b>615</b>
<b>Department:</b>	Finance and Administrative Services	<b>Last Revised:</b>	<b>11/08</b>
<b>Division:</b>	Information Systems	<b>Effective Date:</b>	

### GENERAL PURPOSE

Performs a variety of **skilled technical work** duties in support of the deployment, operations, and maintenance of various hardware and software systems on a city-wide basis that are necessary to carry out efficient computer operations through out the city.

### SUPERVISION RECEIVED

Works under the guidance and direction of the Information Systems Manger or a designated supervisor

### SUPERVISION EXERCISED

Provide supervision, training and direction to lower Information Systems technician staff

### ESSENTIAL FUNCTIONS

Maintains help desk for users on a wide variety of technical hardware and software issues; ensures a quick response and timely resolution on all inquiries; troubleshoots complex hardware and software specific problems on the phone or on location and refers issues to appropriate Information System staff members as needed; maintains an accurate log of all support calls and the resulting course of action; prepares various reports and statistics on support requests; instructs users on software and computer utilization, IS standards, best practices, and department procedures; organizes and conducts training classes as needed on a variety of internet, software, and hardware applications.

Deploys and configures basic software applications on workstations, scanners, printers, PDAs, and a variety of other computerized devices; deploys pre-configured software on highly complex applications; receives training in developing and configuring the parameters and deployment strategies of more complex software applications; maintains the inventory of software assets used by the City; detects and eliminates system viruses, spyware, and other malware; performs backups of file systems; may perform basic programming in the course of duties including writing and maintaining system queries.

Assists in determining need for, evaluating, selecting, installing, and replacing a variety of hardware including CD ROM drives, modems, printers, projectors, computer cards, and other peripherals; assists with the use of miscellaneous items such as KVM switches, cables, scanners, plotters, and so forth; receives training on basic server installation and setup activities; maintains life cycle of hardware and software including maintaining an accurate inventory, facilitating manufacturer warranties, and analyzing replacement needs; coordinates with vendors on pricing, ordering, and delivery of equipment or materials; assist other staff and performs other related duties as needed.

MINIMUM QUALIFICATIONS

1. Education and Experience:

A. Equivalent to an Associate's Degree in Computer Science, networking or closely related field

AND

D. One (1) year of computer operation and system support

OR

C. An equivalent combination of job related education, training and/or experience.

2. Required Knowledge, Skills, and Abilities:

**Considerable knowledge of** the principles and practices of computer operations, networking, communications, and basic programming; application software, operating systems, components, and associated peripherals; browser-based software; related laws, codes, rules and regulations governing computer functions; policies and procedures established for the work system; functions and terminology common to the work; basic English composition, spelling, and grammar. **Skill in:** tracking and responding to user requests in a timely and effective manner; identifying and resolving technical issues; communicating technical ideas in a clear and concise manner to individuals with a wide range of technical knowledge or ability, both verbally and in writing; evaluating programs and procedures. **Ability to:** perform work with speed and accuracy; exercise independent judgment while evaluating situations and in making determinations; organize assigned work and develop effective work methods; prepare clear, concise, and accurate reports; perform duties in a manner that demonstrates respect, integrity, courtesy, and kindness towards fellow workers, customers, and the general public; develop and maintain effective working relationships with the public, coworkers, and superiors; and demonstrate a high level of commitment to the principles of positive customer service.

3. Special Qualifications:

A valid, lawful driver's license is required.

4. Work Environment:

Incumbent of the position performs in a typical office setting with appropriate climate controls. Tasks require occasional physical activities, not generally involving muscular strain, such as walking, standing, stooping, sitting, reaching, talking, hearing and seeing. Rapid work speed required to perform keyboard operations. Common eye, hand, finger, leg and foot dexterity are required. Mental application utilizes memory for details, verbal instructions, emotional stability and discriminating thinking.

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**Disclaimer:** The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify any and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.

I, \_\_\_\_\_ (employee) have reviewed the above job description.

Date: \_\_\_\_\_