

Lehi City

Job Description



Title:	Information Systems Manager	Code:	600
Department:	Finance and Administrative Services	Last Revised:	11/08
Division:	Information Systems	Effective Date:	

GENERAL PURPOSE

Performs a variety of **professional administrative and managerial** duties related to planning, directing, organizing, and controlling the Information Systems processes necessary to carry out efficient computer operations through out the city.

SUPERVISION RECEIVED

Works under the general guidance and direction of the Finance and Administrative Services Director

SUPERVISION EXERCISED

Provide close supervision and direction to personnel of the Information Systems Division.

ESSENTIAL FUNCTIONS

Oversees and directs all activities, programs, and strategy of the Information Systems Department; directs the design, programming, security, and implementation of new and existing computer systems and networks; meets with users to determine quality of service and to identify needs and possible solutions; consults with hardware/software vendors and other groups to resolve computer processing issues and/or review the impact of implementing new technologies; conducts needs assessments and makes recommendations on software and hardware acquisitions; provides for acquisition and installation of computer related products; assembles and directs the I.S. team to work across all levels of the organization and coordinates projects among departments.

Develops, implements, and reviews departmental policies and procedures, and recommends I.S. related policies/procedures for adoption city-wide; develops and maintains standards for system design, programming, and departmental operations to ensure activities are completed efficiently, accurately, and in a secure manner; ensures appropriate documentation of departmental activities, including the use of complex project management plans; reviews daily logs and reports to detect recurring slowdowns or errors; ensures the protection of systems, contents, and backups; prepares various records and reports on departmental activities and system performance; prepares and submits a timely and accurate departmental budget and administers it throughout the fiscal year.

Supervises, plans, and coordinates the work of assigned staff including scheduling of workload and coordinating workflow; oversees training of staff; reviews various work records and reports from the staff and ensures work is completed accurately, efficiently, and within deadlines; identifies, evaluates, and resolves personnel concerns; conducts performance evaluations and enacts discipline and rewards if needed; makes staffing decisions within the department including the hiring and firing of personnel; prepares recommendations for department budget; represents the department in various meetings; performs other related work as required.

Plans, directs, and participates in the design, programming, testing, and maintenance of complex computer application systems; designs data input and output; plans and develops specifications for programs; assists departments with difficult program and operational problems; analyzes causes of problems and develops solutions.

MINIMUM QUALIFICATIONS

1. Education and Experience:

A. Graduation from college with a bachelor's degree in Business Administration, Computer Science, or closely related field

AND

B. Four (4) years of professional level experience in computer applications, including programming, software and systems analysis

OR

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

2. Required Knowledge, Skills, and Abilities:

Extensive knowledge of modern methods, techniques, and best practices of complex computer systems analysis, networking, and data management, including design, programming, security, implementation, and project management; multiple operating systems; various computer hardware and peripheral equipment; operations, trends, and developments in computer technology; modern supervisory principles and organizational management; the operations, functions, and terminology common to the work; basic English composition, spelling, and grammar. **Skill in:** analyzing data and developing logical solutions to complex computer application and performance issues; conducting complex research and presenting technical concepts and data in an easy to understand manner; effectively planning and managing large projects.

Ability to perform complex computer mapping and mapping evaluation; read and understand legal documents; perform complex mathematical computations; operate calculators and standard office equipment; work independently; communicate effectively, verbally and in writing; develop effective working relationships with supervisors, fellow employees, and the public.

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

Date: _____

Lehi City

Job Description



Title:	Senior Information Systems Technician	Code:	610
Department:	Finance and Administrative Services	Last Revised:	11/08
Division:	Information Systems	Effective Date:	

GENERAL PURPOSE

Performs a variety of **advanced 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

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 highly complex hardware and software specific problems on the phone or on location and refers issues to the appropriate Information System staff member 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.

Develops and configures the parameters and deployment strategies for highly complex software applications on workstations, scanners, printers, PDAs, and a variety of other computerized devices; maintains the inventory of software assets used by the City; detects and eliminates system viruses, spyware, and other malware; performs complex backups of file systems; may perform basic to mildly complex programming in the course of duties including writing and maintaining system queries.

Determines need for, evaluates, assists with selection, and installs or replaces 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; may assist with 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.

May train, delegate to, and/or supervise lower level Technician staff; assists other staff members as needed; 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

C. Three (3) years 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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Date: _____

Lehi City Job Description



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

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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Lehi City Job Description



Title:	Information Systems Technician I	Code:	620
Department:	Finance and Administrative Services	Last Revised:	11/08
Division:	Information Systems	Effective Date:	

GENERAL PURPOSE

Performs a variety of **entry-level 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

None

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 basic hardware and software specific problems on the phone or on location; refers complex issues to higher level staff 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 basic software and computer utilization , IS standards, best practices, and department procedures; conducts training classes on a variety of basic internet, software, and hardware applications.

Deploys basic software applications on workstations, scanners, printers, PDAs, and a variety of other computerized devices; receives training in developing and configuring the parameters and deployment strategies of more complex software applications; assists in maintaining the inventory of software assets used by the City; detects and eliminates basic system viruses, spyware, and other malware; performs basic backup of file systems; may perform elementary 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; assists in maintaining 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; assists other staff members and performs other related duties as needed.

MINIMUM QUALIFICATIONS

1. Education and Experience:

A. Equivalent to a High School diploma

AND

E. 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:

Knowledge of the basic principles and practices of computer operations, networking, communications, and entry level 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 basic 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; 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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