

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.

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: _____