

City of Enumclaw

JOB DESCRIPTION

<u>Position Title:</u>	Information Services Technician
<u>Affected Department:</u>	Administration
<u>Fund(s):</u>	Data Processing 530
<u>Union/Non-Union:</u>	Non-Union
<u>FLSA Exempt:</u>	Range - \$4,544 - \$5,588 / Month DOQ

POSITION DESCRIPTION

Nature of Work:

Under supervision of the Manager of Information Services, responsible for performing basic hardware and software installation, maintenance, and support for Windows based networked computer systems, end user hardware, software and peripherals, user accounts, telephone and cellular systems. The Information Services Technician is the first level of support for city IS resources, performing routine maintenance and troubleshooting and forwarding more complex issues on to senior IS staff.

Note: Work hours 8:30 AM – 5:00 PM (typical) and 2-4 evening shifts 1:30 PM – 10:00 PM per month to broadcast city meetings.

Examples of Work:

- Installing, upgrading, maintaining and troubleshooting the City’s personal computers and peripherals.
- Completing basic repair on-site or in a workshop or ensuring more complex repairs are accomplished by vendors or referred to senior Information Services staff.
- Ensuring user problems involving hardware and/or software support are prioritized and resolved in a timely, professional manner.
- Performing routine research, analysis, problem diagnosis, and consultation with internal and external staff as necessary and repair or replacement of equipment as necessary.
- Performing routine server maintenance, user account management and email system maintenance.
- Installing, upgrading, and maintaining and troubleshooting the City’s telephone and cellular systems and devices.
- Providing software support by completing software installations, training, and assisting users of various levels of computer ability in the installation and operation of new and existing software.
- Maintaining a variety of user security and access protocols and systems.
- Performing the duties associated with the setup and production of the City’s television station, programming and assistance with filming meetings and events.

- Supporting and maintaining city websites and social media outlets.
- Maintaining databases for service calls, trend analysis, and records of fixed assets for the City's inventory of IS resources.
- Removing obsolete equipment from service, preparing equipment for disposal and tracking of assets using established systems.
- Installing and maintaining security cameras, audio-visual equipment, intercom and card entry systems.
- Installing and maintaining network infrastructure equipment such as racks, cabinets and UPS's.
- Installing network and telecom cabling in attics, ceilings, basements, and at heights of up to 20 feet using ladders, scaffolding and/or man lifts.
- Serving as backup for other staff members in a mutually supportive team environment and responding to system failure and maintenance emergencies.
- Other duties as assigned.

Contacts:

Has primary, frequent, and daily contact with employees of the City and other agencies linked to the computer systems of varying levels of computer ability that are experiencing difficulty with computer hardware and software as well as telephone and cellular use and operation. The purpose of these contacts is to diagnose and resolve problems, user training and/or information gathering and sharing. Contacts require a high level of tact to ensure a continued good working relationship. There will be contact with vendors, contractors and technical specialists for the purpose of equipment repair, research, problem resolution, or hardware/software evaluation.

Reporting Relationships:

Reports to the Manager of Information Services.

Accountability:

Accountable for the timely completion of all assigned projects and tasks as well as the quality of repair, support, maintenance and instruction provided to all users. Must maintain regular, reliable and punctual attendance.

Working Conditions:

Works from an office and in the field and may spend significant time responding to phone calls and email. Will respond to calls for assistance at any location where City work is being performed including other offices and field locations. Will be required to be sufficiently mobile to respond to calls at all supported locations and move computer equipment and peripherals up to 50 pounds unassisted when necessary. Required to have sufficient mobility to perform duties in small spaces involving crouching, stooping, kneeling and physical ability to perform tasks requiring physical strength and finger dexterity. Requires occasional schedule flexibility including after hours and weekend availability for emergency support of city operations, support for special events such as meetings, parades and assisting with other community events.

QUALIFICATION GUIDELINES

Knowledge/Skills/Abilities:

- Basic knowledge of hardware, software, peripherals and enterprise systems commonly used in a modern

computing environment.

- Basic knowledge of current methods for managing a Windows network including network interfaces, Active Directory and the client-server environment.
- Skill in assisting and training employees with varying levels of computer expertise in the operation of software, computers, and peripherals.
- Skill in diagnosing, repairing and troubleshooting desktop and laptop computer equipment, network related equipment, and peripherals.
- Ability to think logically and analyze technical information, including written manuals, computer/equipment mechanisms, and parts.
- Ability to clearly and concisely communicate technical information to City employees of all levels of technical ability.
- Ability to operate basic hand and power tools such as drills, saws and test equipment in a clean, safe and proper manner.
- Ability to install network and telecom cabling in enclosed spaces such as ceilings and basements, using ladders, scaffolding and man lifts.
- Ability to assist with the implementation of hardware and software conversions projects, while minimizing the effect on City operations.
- Ability to work as a member of a customer focused and service oriented team.
- Ability to install and operate a wide variety of currently used business and related software such as operation systems, network based software spreadsheets, work processors, databases, Internet browsers, and others currently used by the City.
- Ability to safely operate light duty City vehicles such as pickup trucks, sedans vans, etc.
- Interpersonal skills using tact, patience and courtesy in dealing with co-workers.
- Due to the level of access to information including criminal justice systems, this position requires a high degree of ethics and integrity as well as successful completion of a background check and fingerprinting.

Experience/Education:

- Two or more years of experience performing personal computer, peripheral, software user support, setup, configuration, installation, upgrading, troubleshooting, maintenance, and/or repair in a Windows based environment required.
- Education, training and/or certification such as A+ or N+ in current computer and software technology that enhances and supplements skills highly desired.
- Other combinations of experience, training, and education that demonstrate knowledge, skill and ability required to perform at the level required may be submitted for consideration.

Special Requirements:

Possession of specific education, training or certification in computer systems, equipment, networks, or software in current use at the City may be identified as minimum qualifications for recruiting purposes. Possession of a valid Washington State Driver's License or evidence of equivalent mobility required. Candidates will perform duties that require access to law enforcement criminal record information systems and other confidential information on a regular basis. Because of this, candidates must successfully complete a background check and fingerprinting. May be required to occasionally serve as on-call emergency response person in the absence of the Information Services Manager.