

COMPUTER TECHNICIAN

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

SUMMARY DESCRIPTION

Under general supervision, administer, maintain, and support the City's computer software, network, and hardware, systems; serve as technical support to users; maintains the integrity and operability of the network infrastructure; and assists in the analysis and troubleshooting of City-wide computer problems.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Maintains the integrity and operability of the network infrastructure including servers, routers, switches, and related components; assists in the analysis and troubleshooting of City-wide network problems.
2. Participates in network administration; installs and configures new/existing servers; upgrades existing server; administers user accounts, groups' security, permissions, policies, and e-mail issues; monitors, maintains, and updates patches as scheduled; installs, upgrades, and configures network printing, directory structures, rights, security, and file services; assists in the resolution of network related problems.
3. Provides network infrastructure support; configures and maintains network infrastructure including routers, switches, VLANs, and firewalls.
4. Installs, configures, upgrades, troubleshoots, and repairs computers, computer components, software, and peripheral devices.
5. Provides technical support to users including support via phone and email; responds to needs and questions of users concerning their access to network resources.
6. Supports and responds to inquiries regarding specialized applications; coordinates issues with corresponding vendors/consultants.
7. Participates in technical documentation; creates and maintains technical documents including network layout, configuration, and instructions.
8. Utilizes various software applications; trains users on basic software and hardware operation.
9. Provides database support; assists with database projects for different departments.
10. Performs backups of critical data.
11. Participates in the implementation of new technologies; researches, tests, and evaluates products/solutions.
12. Generates purchasing quotes for a variety of equipment, peripherals, and supplies.
13. Performs related duties as required.

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QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

Operating characteristics of computer systems and procedures.
Principles used in the analysis, design, programming, and maintenance of computer systems.
Computer operating systems and local area network applications.
Network topologies, protocols, hardware, structures and cabling.
Network environments and local area network operations.
Database design principles and practices.
Data processing documentation principles and practices.
Principles and methods of training and instruction.
Modern office procedures, methods, and equipment including computers and supporting word processing and spreadsheet applications.

Ability to:

Understand, interpret, and effectively explain hardware and software applications to users.
Identify, analyze, and resolve computer, software, and network related problems and implement solutions.
Evaluate, test, develop, and configure new technology enhancements.
Configure routers, switches, and firewalls.
Adapt to changing technologies and learn functionality of new equipment and systems.
Research technical materials and provide and document solutions to problems.
Use initiative and sound judgment within established procedural guidelines.
Work independently to analyze problems and implement solutions.
Organize and prioritize work schedule and handle multiple priorities.
Exercise discretion in dealing with confidential information and system security.
Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.
Operate, maintain and repair stand alone and networked computers, peripherals, and a variety of software applications.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience Guidelines - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Education/Training:

Equivalent to the completion of the twelfth grade, supplemented with college work in computer science or related field, or an Associate's degree in computer science.

Experience:

Three years of experience in computer workstation and network support.

License or Certificate:

Possession of an appropriate driver's license.

Possession of, or ability to obtain within six months, a MCP Certificate.

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PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a standard office environment with some travel to different sites.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction.

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