

January 24, 2002

TITLE: Information Systems Assistant
DEPARTMENT: Finance Department
REPORTS TO: Information Systems Technician
SUPERVISES: Does not supervise others

PRINCIPAL PURPOSE OF JOB:

Performs a variety of Information Systems (IS) development, maintenance and support functions with minimal supervision. Responsibilities include design and development of forms and reports for software applications and website, administration and technical support of the city's computer network and client-server software, and coordination of IS training and presentation resources.

LEVEL OF AUTHORITY:

Performs routine duties independently, setting priorities and scheduling own work in accordance with established and general policies and procedures requiring regular interpretation. Is responsible for sound judgment, thoroughness and competence, where failure to perform effectively and efficiently could have serious impact on municipal operations, public relations and the efficient use of resources.

ESSENTIAL JOB FUNCTIONS:

1. Performs routine hardware troubleshooting, upgrading and repairing of Windows-based client computers and peripherals.
2. Installs, upgrades and maintains client software including: Microsoft Windows 98/XP/NT/2000, Microsoft Office Suite, ODBC, Borland Database Engine, and other client-server applications.
3. Responds to user hardware and software problems in a timely and professional manner.
4. Assists IS Technician with project planning and budget development and tracking.
5. Assists IS Technician with systems administration tasks.
6. Researches new hardware and software needs based on supplied requirements. Prepares recommendations for purchase and/or testing of hardware and software to IS Technician.
7. Coordinates use of Training Room and related equipment. Works with Human Resources staff to provide software application training opportunities for employees.
8. Gathers content provided by City staff and designs and publishes pages to City website.

ADDITIONAL JOB FUNCTIONS:

1. May perform portions of the work of higher classified positions occasionally, as assigned.
2. May perform duties of similar complexity in any City department as required or assigned.

WORKING CONDITIONS:

Duties are primarily performed in an office environment. Duties require the physical movements necessary to install and service equipment, including bending, kneeling and lifting. Duties may require the employee to carry a cell phone or pager outside of normal business hours.

Physical abilities:

1. Ability to sit at a workstation for extended periods.
2. Ability to stand, work and drive throughout the day.
3. Occasional ability to lift, carry and put away parcels weighing up to 50 pounds.

Other:

1. Ability to handle multiple interruptions and adjustments to priorities throughout the day.
2. Ability to communicate effectively with diverse individuals, and to calmly and efficiently resolve problems.
3. Ability to organize effectively, set priorities, manage workload, and handle multiple responsibilities in order to meet deadlines.

MINIMUM QUALIFICATIONS:

Knowledge of

- Technical knowledge of microcomputer hardware and operating system software.
- Understanding of word processing, spreadsheet, database, electronic mail, and scheduling software.

Ability to

- Ability to clearly convey instructions for system use and operation to users.
- Ability to work effectively with all levels and disciplines of management and staff.
- Ability to communicate effectively, both orally and in writing.
- Physical ability to perform the essential functions of the job.

Education and Experience

Any equivalent combination of education and experience that provides the applicant with the knowledge, skills and abilities required.

A typical way to obtain the knowledge and abilities would be:

- Associates Degree in Computer Science, Information Services, Data Processing, or a related field or
- Four (4) years of combined experience in information technology or a related field or
- Coursework toward becoming a Microsoft Certified Professional.

Individual may be required to attend schools/workshops on a yearly basis to maintain skill level necessary to carry out position responsibilities.

OTHER:

1. As an absolute condition of employment, employees are required upon hire to sign a drug-free workplace agreement and an agreement not to use tobacco products in any form while on the job.
2. The statements contained in this job description reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including

work in other functional areas to cover absences or relief, to equalize peak work periods, or otherwise to balance the workload.

3. Following an offer of employment and prior to starting work, individuals may be required to have a pre-employment physical examination by a physician designated by the City of Anacortes. The City will pay for the examination. Satisfactory clearance to perform essential job functions will be required for employment.

Are you able to perform the essential functions of this job with or without accommodation?

_____ **Yes** _____ **No** _____

If testing is required, will accommodation be necessary?

_____ **Yes** _____ **No** _____

Signature: _____

Date: _____