

JOB DESCRIPTION

JOB TITLE: Information System Technician
Exempt

DEPARTMENT: Finance

REPORTS TO: Finance Director

PRINCIPAL PURPOSE OF JOB

Troubleshoot, maintain and support all aspects of the City Information System, focusing primarily on support of Local and Wide Area Networks and network devices.

LEVEL OF AUTHORITY

Performs regular and recurring assignments in accordance with established procedures and with minimal supervision. Must possess ability to work independently.

WORK ENVIROMENT

Work is performed primarily in an office setting with the need to drive to various sites to perform the necessary job requirements there.

ESSENTIAL JOB FUNCTIONS

1. Support City's Microsoft NT functions.
2. Support remote network management software and monitoring.
3. Perform workstation/client configuration and editing, setup, configuration and maintenance of systems hardware.
4. Perform diagnosis of systems hardware and software problems.
5. Install new software and software upgrades, install and maintain LAN/WAN sites.
6. Receipt and store Information Systems hardware and software.
7. Schedule and implement hardware repair service.
8. Develop a training schedule for City computer users.
9. Comprehend Data Communication principles and protocols.
10. Perform and maintain system backup functions at all sites.
11. Perform daily, weekly, monthly and yearly system operation functions, as needed.
12. Provide system security protection.
13. Provide positive customer service.

ADDITIONAL JOB FUNCTIONS

May be asked to perform portions of the work of higher- or lower-classified positions, as assigned.

QUALIFICATIONS

Technical Capabilities

1. High School Diploma or GED. Associates Degree in Information Systems is preferred.

2. Prefer two years of Information Systems experience, including teaching or training in software applications.
3. Requires a minimum of one-year experience with a Wide Area Network. Prefer Microsoft NT Certification.
4. Must possess a valid Washington State Driver's license.

Physical Capabilities

1. Ability to sit at workstation and computer for extended periods.
2. Ability to stand, walk and drive as needed throughout the day.
3. Occasional ability to lift, move, and /or load parcels of 40 pounds or less.

Other Capabilities

1. Demonstrates capacity for organization, prioritization, and management in a dynamically changing environment. Requires effective project management skills.
2. Available to be "on-call" to handle computing emergencies.
3. Flexible and creative problem solver.
4. Strong communication skills as part of overall customer-service orientation.
5. Demonstrated goal achievement.
6. Ability to work cooperatively with all levels of staff. Effective interpersonal skills.
7. Ability to maintain confidentiality.

OTHER

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 on the job.

The statements contained in this job description reflect general details as necessary to describe the principal functions of this job, the level of knowledge, the skill typically required and the scope of responsibility. It should not be considered an all-inclusive listing of work requirements.

Following an offer of employment, and before starting work, individuals may be required to have a pre-employment physical examination by a physician designated by the City of Anacortes. The exam will be paid for the by the City. 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_____

