

INFORMATION SYSTEMS TECHNICIAN - LEAD

FLSA status: Nonexempt

CLASS SUMMARY

Performs lead and technical work providing support for the City's information and communication systems, computers and users. Work involves leading and participating in installing, operating and configuring computer hardware and software. Maintaining and repairing personal computers, software, network servers, HelpDesk system and telephone system. Provides troubleshooting and problem analysis assistance to City staff with computer problems. Prepares, maintains and distributes technical and user instructional documentation. Although formal supervision of others is not a requirement of the position in this classification, the employee is responsible for receiving and conveying directions, taking the lead in performing assigned tasks and ensuring that tasks are properly completed. Work is performed independently under administrative direction.

ESSENTIAL FUNCTIONS -- *Essential duties and responsibilities **may** include, but are not limited to, the following:*

Directs and participates in creating user network and email accounts; troubleshooting problems with accounts, network rights, server stored documents, server and hardware; performing general and routine maintenance and repair on and configuration of network servers; performing updates and daily backups; assisting with installation and non-routine server maintenance and repair.

Regularly checks for and conducts virus updates and distribution to servers and workstations.

Assigns and prioritizes the work of IS staff; provides training and assistance; participates in performance evaluations and provides input into personnel actions.

Directs and participates in providing troubleshooting, problem analysis assistance and instruction to City staff with computer problems remotely or at the user's workstation; determining user needs; recommending and implementing solutions to ensure minimum delay and effective operation for system users.

Monitors HelpDesk work orders and system; updates solutions data base; prepares, maintains and updates user instructional documentation.

Develops, maintains and updates technical documentation such as system configurations, procedures, problem fixes, vendor support contracts/procedures and disaster recovery procedures; develops, updates and distributes user instructional documentation and tutorials to city staff.

Maintains and repairs in-house landline and cellular telephone systems.

Maintains and repairs workstations including personal computers, hardware, software and peripheral equipment.

Determines and maintains workstation and server upgrade schedule; identifies new and replacement items needed; prepares purchase orders; receives items; installs, operates and configures computer hardware and software.

Develops and maintains city intranet web pages.

Performs related duties as required or assigned.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

Work is primarily performed in an indoor office setting with extended periods at a computer. Physical effort is needed to move, lift and carry office equipment, supplies, and materials up to 50 pounds. Physical dexterity is required to work in confined spaces and in using precision tools and equipment. May occasionally be required to work beyond normal working hours.

MINIMUM QUALIFICATIONS

Education, Training and Experience Guidelines

College level course work in computer science, information technology or a related field and considerable experience in computer hardware and software repair and maintenance, network administration or a related field or an equivalent combination of education, training and/or experience that provides the following knowledge, skills and abilities:

Knowledge of:

- Operation and configuration of a variety of standard personal computer hardware and software and related data communication systems
- Practices, methods and procedures of computer hardware and software installation, maintenance and repair
- Voice communications equipment and system operation, maintenance and repair
- Operation and configuration of local and wide area network servers
- Network server administration standards and practices
- Troubleshooting and problem solving protocols
- Data and voice communication security issues
- Standard computer languages and programming practices
- Standard office practices

Ability to:

- Operate a variety of standard computer hardware and software
- Select, install and configure personal computers, components, devices and peripheral equipment
- Perform computer support activities
- Diagnose hardware and software problems, identify alternative solutions, make and implement recommendations
- Provide good customer service
- Communicate orally and in writing technical information in a non-technical manner and work effectively with users who have varying levels of computer expertise
- Handle multiple tasks accurately and reliably in a busy, demanding work environment
- Schedule and prioritize workload individually and with other staff members
- Maintain confidentiality of sensitive files and materials accessed, discussed or observed
- Understand and follow instructions
- Establish and maintain effective working relationships with work contacts

LICENSE OR CERTIFICATE REQUIREMENTS

- Successful completion of a polygraph, criminal record check and psychological exam is required of positions assigned to support Police Department systems
- Network server administration certification desired

*Class specifications are intended to present an illustrative description of the range of duties, the scope of responsibility and the required level of knowledge, skills and abilities necessary to describe the primary functions of the job. Specifications are **not** intended to reflect all duties performed by employees in each position assigned to the class.*