



## Job Description

**Job Title:** Information Systems Technician  
**Department:** Administrative Department  
**Reports To:** Information Systems Manager

**SUMMARY:** Duties include responsibility for performing specific computer support functions, the specificity of which is determined according to supervisor. Must have specialized knowledge of department hardware and software, and capable of performing technical tasks of a moderately complex nature. Duties include ensuring the system is up and remains operational daily, and that scheduled duties are satisfactorily completed.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:** The following are not to be construed as an exclusive or all-inclusive listing of skills and abilities required to perform the job. Management may delegate other responsibilities as required.

- Operates computers, and related peripheral equipment in performing specialized technical department functions.
- Accesses, updates, and stores data relevant to department functions.
- Ensures all work is performed in a manner to safeguard integrity of system data.
- Monitors system to ensure proper operating conditions.
- Maintains and updates system hardware and software as applicable.
- Designs and develops database products as needed.
- Coordinates with other department system users, and end users where applicable, system and data maintenance, upgrading, and updating.
- Provides technical support and assistance for other department system users, and end users where applicable.
- Ensures back up jobs are performed correctly and in a timely manner
- Performs diagnosis of system problems that arise, and personally corrects or initiates corrective action through technicians, consultants, or technical manuals.
- May be required to report to work outside of normal duty hours in emergency situation
- Travels independently to various locations in the course of performing assigned duties.
- Performs other job related tasks as assigned.

\*\*The City reserves the right to revise or change job duties as the need arises. This job description does not constitute a written or implied contract of employment.

**SUPERVISORY RESPONSIBILITIES:** None.

**MINIMUM TRAINING AND EXPERIENCE REQUIRED TO PERFORM ESSENTIAL JOB**

**FUNCTIONS:** Five years of technical experience with computers or equivalent in training and education.

**MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB**

**FUNCTIONS QUALIFICATIONS:** To perform this work successfully and individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to read a variety of technical data, policy and procedure manuals, codes, etc., ranging from moderately complex to highly technical terminology.
- Ability to prepare forms and reports using prescribed formats, and adhering to all rules of grammar, spelling, diction, and punctuation.
- Ability to use and interpret modern programming languages.
- Ability to apply principles of logical thinking to define problems, collect data, establish facts and draw valid conclusions; to interpret a variety of technical instructions in written, mathematical or diagrammatic form; to make independent judgments; to acquire knowledge of topics related to primary occupation.
- Ability to record and deliver information, to explain procedures, to issue and follow verbal and written instructions. Ability to add and subtract totals, multiply and divide, use decimals and determine percentages, to calculate decimals and percentages.
- Ability to inspect items for proper length, width and shape; identify degrees of similarity in form; and visually read various information.

**PHYSICAL REQUIREMENTS:** Must be physically able to operate a variety of machines and equipment including computer, office equipment, telephone, facsimile, and copier. Must be able to exert twenty to fifty pounds of force occasionally, or ten to twenty-five pounds of force frequently, and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Must be able to distinguish colors and shades of color. Physical demands are essentially those of sedentary work.

**DATA CONCEPTION:** How to use and understand the usage of electronic devices. Example: To perform functions requiring knowledge of computer, cell phones, etc.

**INTERPERSONAL COMMUNICATION:** Requires the ability to communicate with people to convey or exchange professional information. Must be able to communicate effectively and efficiently in a variety of technical and/or professional languages used within the parameters of the job.

**LANGUAGE ABILITY:** To be able to write and speak with proper grammar and clarity in content. Ability to speak effectively and clearly to converse with other employees.

**REASONING ABILITY:** Duties require the use of sound judgment and the ability to define problems and deal with a variety of variables in situations.

**MOTOR COORDINATION:** Requires the ability to utilize job related equipment in the course of accomplishing job duties and tasks associated with respective primary duties.

**INTERPERSONAL TEMPERAMENT:** Requires the ability to interact with people (i.e. staff, supervisors, general public and elected officials) beyond giving and receiving instructions.

**OTHER SKILLS AND ABILITIES:** Must use the equipment with skill and proficiency that pertain to Information Systems computer support and operation.

**WORK ENVIRONMENT:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions in an office setting.

**CERTIFICATES, LICENSES, REGISTRATIONS:** Must have a current and valid driver's license and as a possible condition of employment, based on City vehicle insurance requirement, maintain no driving violations on or off the job.

**SAFETY:** Always uses property safety gear, procedures and equipment.

**CAREER DEVELOPMENT:** Incumbent is required to stay abreast of City/State requirements and guidelines to function proficiently in the Information Systems environment.

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Employee Acknowledgement

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Date

## Physical Requirements

**Job Title:** Information Systems Assistant      **Supervisor:** Information Systems Manager

**Essential Job Functions:** Responsible for daily computer support functions.

<b>Positional Tolerances:</b>					
	Never	Occasional 1-33%	Frequent 34-66%	Constant 67-100%	Comments
<b>Sitting</b>			<b>X</b>		
<b>Standing</b>		<b>X</b>			
<b>Walking</b>		<b>X</b>			
<b>Stair Climbing</b>		<b>X</b>			
<b>Ladder Climbing</b>		<b>X</b>			
<b>Repetitive Bending</b>		<b>X</b>			
<b>Sustained Bending</b>		<b>X</b>			
<b>Overhead Reach</b>		<b>X</b>			
<b>Sustained Reach</b>		<b>X</b>			
<b>Repetitive Reach</b>		<b>X</b>			
<b>Squat</b>		<b>X</b>			
<b>Crouch</b>		<b>X</b>			
<b>Crawl</b>		<b>X</b>			
<b>Kneel</b>		<b>X</b>			
<b>Twist</b>		<b>X</b>			
<b>Push/Pull</b>		<b>X</b>			
<b>Balancing</b>		<b>X</b>			

**Circle applicable PDC level of work:** SED LIGHT MEDIUM HEAVY VHEAVY

**Other Required Tolerances not listed above:** \_\_\_\_\_

<b>MATERIALS HANDLING</b>				
	Occasional	Frequent	Constant	List Items
<b>Lift</b>	50 lbs	25 lbs	lbs	
<b>Carry</b>	50 lbs	25 lbs	lbs	
<b>Push</b>	50 lbs	25 lbs	lbs	
<b>Pull</b>	50 lbs	25 lbs	lbs	

**Comments:** \_\_\_\_\_

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date