



Town of Danville

INFORMATION SYSTEMS TECHNICIAN

DEFINITION

Under supervision of the Information Systems Manager (ISM), performs technical support of Town computer and telecommunication systems; Installs, configures, and troubleshoots simpler applications and systems. Receives and responds to requests for assistance from users; trains users in effective use of applications; researches, analyzes, and provides solutions to information systems problems and performs other related work as required.

DISTINGUISHING CHARACTERISTICS:

The Information Systems Manager provides supervision; responsibilities may include technical direction from the IT Systems Analyst.

This is an entry-level position, differentiated from the Systems Analyst by having primary involvement in single-user, printer, workstation issues, and by being the staff primarily responsible for HelpDesk duties.

This is a paraprofessional class that requires independent technical assessment and problem solving abilities. An essential element of this classification is the provision of prompt and effective problem-solving and troubleshooting to Town employees through a centralized help desk when system failures or dysfunctions occur.

ESSENTIAL JOB DUTIES:

- Installs, configures and upgrades operating systems and software, using standard business and administrative packages; may modify specific applications for use in operational departments.
- Installs, assembles and configures computers, monitors, network infrastructure and peripherals such as printers, scanners and related hardware; pulls cables and rewires or directs the rewiring of cables as required for new installations and office reconfiguration.
- Troubleshoots problems with computer systems, including troubleshooting hardware and software, e-mail, network and peripheral equipment problems; makes repairs and corrections where required.
- Acts as a technical resource in assisting users to resolve problems with equipment and data; staffs a centralized help desk to facilitate exchange of

information and advice; implements solutions or notifies outsource providers as required.

- Assists in instructing Town staff in the use of standard business and administrative software, including word processing, spreadsheets and database management; provides instruction or written documentation where required.
- Work closely with users to identify and provide for their computing needs; provide limited training and work with training specialists.
- Stay abreast of current technology concerning telecommunication and information systems and recommends modifications as necessary;
- Perform regular maintenance functions to assure maximum performance and reliability.
- Performs other duties of a similar nature or level.

OTHER DUTIES

QUALIFICATIONS

Knowledge of:

- Principles and operations of management information systems and peripheral equipment (computers, networks, phones, Internet, software and hardware applications, cabling, printers, plotters, routers, data lines and modems, etc.).
- Working knowledge of current Windows operating systems and standard applications programs (computers, printers, modems and related hardware).
- Techniques and practices in utilizing standard applications software including word processing, database, telecommunications, desktop publishing, and spreadsheet.
- Customer service skills.

Ability To:

- Install, configure and maintain management information technologies for the Town (e.g. computers, networks, phones, voice mail, etc.).
- Observe and problem solve operational and technical deficiencies; interpret and verbally explain technical concepts to less knowledgeable individuals.
- Manage multiple projects simultaneously and be sensitive to deadlines and changing priorities.
- Work well with people and work flexible hours if necessary.

Physical Standards:

- The physical standards described are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- An employee is regularly required to sit for long periods of time; intermittently stand, walk, bend, climb, kneel and twist while working on computer equipment, peripherals, and ancillary equipment; perform simple grasping and fine manipulation; use telephone, write and use keyboard to communicate; discern wire colors and see small text and numbers on wiring and circuitry; routinely move equipment weighing up to 50 pounds.
- While performing duties, the employee is regularly required to use various hand tools and testing equipment in repair, adjustment and problem identification of personal computers and related equipment; read and interpret complex data, information and documents; analyze and solve problems; interact with Town management, other governmental officials, contractors, vendors, employees and the public.

EXPERIENCE AND EDUCATION

Any combination of education and experience equivalent to the following is likely to provide the required knowledge and abilities. A typical way to obtain the knowledge and abilities would be:

Education:

An associate degree in a related field considered useful in information systems or thirty or more semester units in industry-specific coursework or manufacturer (Cisco, Microsoft) certification.

Experience:

This is an entry-level position, but experience in troubleshooting, diagnosing, repairing and installing personal computers, printers and peripherals; and experience working with Windows and PCs in a computer environment similar to that used by the Town, including networks and database, web-based and email is highly desirable.

Training:

Any recent training such as, academic courses and certification programs, which are relevant to this job classification. Forty-five quarter units or its equivalent in semester units in computer related courses is desirable.

LICENSE/CERTIFICATION

Possession of a valid California Class C Drivers' License and Certificate of Automobile Insurance for Personal Liability.

Must be willing to work outside normal working hours when necessary and participate in rotating on-call assignments

Updated: July, 2013