

COMPUTER SYSTEMS SUPPORT TECHNICIAN

Job Summary:

Under the direction of the Information Technology Manager, performs a variety of technical computer related duties including set up operations and maintenance of audio-visual system for City Council meetings and other public meetings as required; programming and maintenance of computer systems.

Essential Duties and Responsibilities:

(These functions are representative and may not be present in all positions in the class. Management reserves the right to add, modify, change or rescind related duties and work assignments.)

1. Provides technical support to end users, the Computer Lab and the City Council audio-visual; system; maintenance, repair and troubleshooting of city software and hardware.
2. Modifies existing systems and programs; to achieve greater efficiency; rectifies operation errors or network problems, servers, anti-virus programs, phone system applications, backup programs and related systems.
3. Communicates with vendors and City personnel to exchange technical information and procurement of equipment.
4. Prepares a variety of internal reports, records, documentation, specifications and other materials related to the City's computer systems.
5. Designs and installs stored procedures to execute menu operations; creates reports, statistical analyses, charts and graphs.
6. Installs, modifies, tests and repairs equipment such as, but not confined to, computer, network equipment, cables, printers and optical scanners as needed.
7. Maintains current knowledge of computer equipment, systems and technologies; attends meetings and seminars related to computer hardware and software.
8. Provides technical expertise and make recommendations regarding the selection, repair and installation of computers and related equipment.
9. Documents and formalizes standards and procedures related to interfacing of computers and peripheral equipment.
10. Operates a variety of computers and related equipment including microcomputer and peripheral equipment and audio-visual equipment.
11. May train and provide work direction to others as required.
12. Performs related duties as required.

Qualification Guidelines:

A typical way to obtain the requisite qualifications to perform the duties of this class is as follows:

Education and/or Experience:

Associate's degree in computer science, information systems, and two (2) years of related full-time, paid experience in computer support, network equipment and maintenance of computer hardware/software. Bachelor's degree preferred. Experience and/or education in a related field may be substituted on a year for year basis.

Knowledge of:

- Specifications, uses, operation and service requirements of a variety of computers and peripheral equipment and audio-visual equipment.
- New computer programs and systems.
- Basic electronics required for wiring terminals and installing and operating data processing equipment.
- Principles and practice of providing technical assistance, training and work direction.
- Record-keeping techniques.
- Technical aspects of field of specialty.
- City organization, operations, policies and objectives.
- Training principles.
- Office practices and procedures.

Skill and/or Ability to:

- Evaluate computer hardware and software and make appropriate recommendations for purchase of equipment.
- Diagnose and correct deficiencies in operating systems.
- Recommend new computer programs and systems.
- Operate and maintain a variety of computers and peripheral equipment including audio-visual equipment.
- Maintain records and prepare reports.
- Identify and analyze problems and take effective corrective action.
- Maintain confidentiality.
- Effectively communicate orally and in writing.
- Establish and maintain effective working relationships with others.

License:

Possession of a valid California Class C driver's license. Employees in this classification will be enrolled in the Department of Motor vehicles (DMV) Government Employer Pull Notice program, which confirms possession of a valid driver's license and reflects the driving record.

Physical Requirements and Working Conditions:

Employee accommodations for physical and mental disabilities will be considered on a case-by-case basis. Positions in this class normally:

- Require vision (which may be corrected) to read small print.
- Require mobility of arms to reach and dexterity of hands to grasp and manipulate small objects.
- Require the mobility to stand, stoop, reach and bend.
- Require the ability to stand for long periods.
- Perform work which involves the occasional lifting, pushing and/or pulling of objects which may weigh approximately 50 pounds and may occasionally weigh up to 100 pounds.
- Required to work at a computer terminal for prolonged periods.
- May be required to work around electrical current and/or moving technical parts.
- May be required to drive city and/or personal vehicle in the scope of employment.
- May be required to work evenings and/or weekends.