



<p><b>POSITION DESCRIPTION</b></p> <p><b>Information Systems Technician</b></p> <p><b>FLSA Status: Non-Exempt</b>  <b>Classification: Occupational</b>  <b>Salary Grade/Band</b></p>	<p style="text-align: right;"><b>7 May 2014</b></p> <p style="text-align: right;"><b>Reports to: IS Director</b></p> <p style="text-align: right;"><b>Revised: _____</b></p> <p style="text-align: right;"><b>Human Resources Initials: _____</b></p>
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<p><b>POSITION PROFILE</b></p> <p>Under supervision of the Information Services Department Director, Performs working level technical duties related to identifying, diagnosing, and resolving problems affecting computer and network performance to include installing hardware and peripheral components.</p>
<p><b>GOALS</b></p> <ul style="list-style-type: none"> <li>• To demonstrate an understanding and exemplary knowledge of hardware systems and software programs.</li> <li>• To ensure work performance, effective time management practices, and attention to detail.</li> <li>• To articulate and convey information accurately and appropriately to staff and departments.</li> <li>• To demonstrate knowledge of technology and other job-related tools.</li> </ul>
<p><b>ESSENTIAL FUNCTIONS</b></p> <ul style="list-style-type: none"> <li>• Performs day-to-day network services assisting technicians in installations and/or systems maintenance as needed to ensure efficient operation of various hardware and software peripheral components such as monitors, keyboards, printers, and disk drives.</li> <li>• Loads and verifies correct operation of software packages such as operating systems, word processing, and spreadsheet programs.</li> <li>• Provides training and technical assistance to users.</li> <li>• Identifies and resolves hardware, software and operator problems.</li> <li>• May make minor repairs on electrical components.</li> <li>• Gathers and compiles IS data from data sheets, phone messages, or other documentation; reviews and follows specific instruction for resolution to simple and more routine technical errors.</li> <li>• Performs standard tests on equipment or systems to determine corrective actions. Troubleshoots and corrects basic IS or equipment failures during field tests, and corrects minor problems. Generally refers more complex issues to senior computer personnel.</li> <li>• Performs a combination of administrative duties necessary to assist technicians in efficiently</li> </ul>

installing and maintaining information systems.

- Provides support as requested for other senior computer personnel. Support is under direct supervision at all times.
- Assists internal customers as needed to gather and coordinate the utilization of systems and software capabilities to generate reports or other technical documents.
- Performs related duties as business necessitates.

### **EDUCATION AND EXPERIENCE**

- High school diploma or equivalent; plus one (1) year of computer related training; and
- One (1) year of responsible experience performing above and related duties; specific experience computer system and software service is preferred; and
- A combination of equivalent education and experience.

### **SKILLS/ABILITIES**

- Knowledge of computer capabilities; information system concepts; hardware configurations and capabilities; operating system fundamentals; Microcomputers and Microsoft operating systems; county data bases; "Helpdesk" support methods; data-base management, methods and standards for project control; documentation procedures.
- Ability to plan and develop logical applications of computer technology to address complex alpha and numeric problems; analyze a variety of problems and arrive at alternative solutions applicable to computerization.
- Strong interpersonal communication skills.
- Attention to detail.
- Enhanced organizational skills.

### **PERFORMANCE MEASUREMENTS**

- Exemplify professional, courteous, and timely work processes.
- Ability to develop effective working relationships with elected officials; technicians, vendors, supervisors, and co-workers.
- Ability to maintain confidentiality.
- Ability to interpret and carry out instructions and assignments as warranted.

### **LANGUAGE SKILLS**

- Must be able to write clearly, concisely and have a good command of the English language.
- Must be able to respond professionally to inquiries from departments and Commission.
- Requires skill in the application of both office methods and procedures and technology.

### **REASONING ABILITY**

- Ability to analyze a variety of problems and arrive at alternative solutions applicable to computerization.
- Ability to apply common sense to carry out instructions furnished in written or oral communications.
- Ability to convey understandable instructions and/or problem resolutions.

**PHYSICAL REQUIREMENTS**

- While performing the duties of this job, the employee is regularly required to stand; sit; walk; talk or hear; use hands to finger, handle, feel or operate objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds.
- Talking, hearing and seeing essential to job performance.  
Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
- Normal office working conditions. The noise level in the work environment is quiet to moderate.
- Occasional local travel required.

**ADA STATEMENT**

- Ability to perform the essential functions of this position with or without reasonable accommodation.