

SYSTEMS TECHNICIAN

DEFINITION

Under direction and supervision, to provide effective support and administration in areas of systems, information security, communications, networking, and business processes; to troubleshoot, diagnose, analyze, and resolve system/application related support requests including help desk and web; to assist and train users in personal computer (PC) hardware/software; and to perform related work as required. Serves as Disaster Service Worker. FLSA Status: Non-exempt. Bargaining Unit: Miscellaneous Unit.

DISTINGUISHING CHARACTERISTICS

This is a specialized classification in which the incumbent learns and performs a variety of technical duties related to the maintenance and support of PCs, networks, systems, and applications. Incumbents may provide information technology support to all City departments and staff.

REPORTS TO

Information Technology Coordinator, or as assigned.

CLASSIFICATIONS SUPERVISED

This is not a supervisory position.

ESSENTIAL FUNCTIONS

Provides systems, network, and application support; performs maintenance of existing and future systems and applications; assists with production of applicable documentation; assists with vendor coordination; monitors systems; provides support with deployment of new hardware and software; provides end user support; troubleshoots, diagnoses, and resolves systems, network, and application errors or performance issues; monitors the overall performance of the network operating systems and communications software; and resolves problems as required.

Assists in training programs in the use of computer resources for City management and staff; communicates and works with third-party applications, vendor sales, and support; assists with installation, configuration, and cutover phases of a project; builds and maintains positive working relationships with co-workers, other City employees, and the public using principles of good customer service; demonstrates a strong commitment to customer service; provides technical guidance and assistance to other staff associated with information systems; manages the overall performance of systems, and resolves

complex problems as required; researches and prepares technical reports; and prepares written correspondence.

TYPICAL PHYSICAL REQUIREMENTS

Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; lift and move objects weighing up to 25 lbs.; corrected hearing and vision to normal range; verbal communication; use of office equipment including computer, telephone, calculator, copiers, and FAX.

TYPICAL WORKING CONDITIONS

Work is performed in an office environment; continuous contact with other staff and the public.

MINIMUM QUALIFICATIONS**Knowledge of:**

- Principles and practices of information technology support.
- Diagnostic methods.
- Information systems security.
- Computer hardware, software, and utilization in the services and functions of local government agency.
- Practices, procedures, and techniques of research and information analysis.
- Information technology best practices.
- Pertinent local, state, and federal rules, regulations, and laws.
- Web content management systems.
- Open Source Software.
- Computer Aided Dispatch Systems.
- Scripting Languages.
- TCP/IP Networking
- LAN/WAN Technologies.
- GNU/Linux.
- IT Documentation practices.
- Microsoft Office 365 / Azure.

Ability to:

- Troubleshoot, configure, repair, and install computer and server hardware and software.
- Work with word processing, database, spreadsheet, and presentation software.
- Assist with application design, development, support, and maintenance.
- Use sound, independent judgment within established guidelines.
- Prioritize work and coordinate several activities simultaneously.
- Establish and maintain cooperative working relationships with those contacted during the course of work.

- Communicate clearly and concisely, both orally and in writing.
- Work independently.

Training and Experience:

Any combination of experience and training that would likely provide the required knowledge, skills, and ability is qualifying. A typical way to obtain the knowledge, skills, and ability would be:

- Two (2) years of responsible work experience in the utilization of computer resources, networks, applications, and management information systems.

SPECIAL REQUIREMENTS

- Candidates must pass a POST level background investigation for clearance to work on Police Department information systems prior to appointment.

Education:

- Equivalent to graduation from high school supplemented by specialized technical training or coursework in a computer related field.
- Graduation from an accredited college with an Associate's degree in a computer related field, business information systems, public/business administration, or closely related field is highly desirable but not required.

License:

- Possession of a valid California driver's license.

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