



JOB DESCRIPTION

JOB TITLE: IT NETWORK & SYSTEM TECHNICIAN

SECTION: FINANCE AND ADMINISTRATION

REPORTS TO: FINANCE DIRECTOR

CLASSIFICATION: FULL-TIME, HOURLY (NON-EXEMPT)

GENERAL PURPOSE:

This position is responsible for the operation of the City's computer network including software and hardware and linking computer systems in various departments and divisions; Ensures that high quality support and services are provided to City employees using the network and desktop computers; provides assistance to City staff with desktop computer problems requiring expert troubleshooting and problem analysis skills. Performs a variety of complex administrative, technical and professional work in coordinating, planning, organizing, and executing the development and delivery of the City's information systems.

SUPERVISION RECEIVED:

- Works under the general supervision of the Finance Director.

SUPERVISION EXERCISED:

- Manage any support services needed to accomplish tasks.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Develops and maintains a long-range, City-wide strategic plan for information technology services; establishes, implements, maintains, and communicates information technology policies, standards, and procedures consistent with the strategic plan.
- Manages, supervises, and coordinates the planning, design, development and implementation of the City's information technology plan, including architectural design, systems applications, and user support services.

- Responsible for maintaining the overall health of the City's computer network system; manages network operations to include: troubleshooting connectivity problems; installing and maintaining routers; adding/terminating users; assigning rights and access; resetting passwords; establishing e-mail addresses; assessing and reporting operational status; performing backups and restores; etc.
- Maintains the City's phone system, including recommended updates, expansions to the system, making arrangements for repairs as needed.
- Performs technical system operations, maintenance, security and training for City Networks, financial management, Police and Court systems, Internet, personal computer, geographical information systems (GIS) and phones.
- Maintains a thorough knowledge of the organization and adheres to all organization standards.
- Manages the acquisition, installation and maintenance of the organization's local area network hardware/software.
- Ensures technology documents/certificates such as product registrations, SSL certificates, maintenance agreements, service contracts, etc. related to technology operations and/or technology services are evaluated, updates and processed.
- Implements, administrates and maintains databases.
- Designs, develops and maintains web-based applications including websites. Continuously improves the organization's Web site; adds new functionality and improves user ability to maintain without technical support.
- Ensure that quality service with an emphasis on customer satisfaction is provided to City employees using the network and desktop computers.
- Act as a technical expert to assist City employees with complex desktop computer hardware and software problems. Handle difficult and complex network and desktop computer and software problems that cannot be resolved by the technical support staff.
- Performs routine preventive maintenance on hardware, software and systems. Responsible for troubleshooting workstations, networks, software applications, phones, copiers and other technologies.
- Analyzes technology requirements and develops functional specifications. Conducts comparative analysis and competitive bidding when necessary.
- Presents and implements technological alternatives to streamline functions and improve productivity.
- Develops and maintains technology policies, standards and procedures manual; develops and maintains related technology checklists.
- Manages technology inventory; produces, updates and administers the equipment replacement schedule for all Information Services hardware to include procurement and disposal.
- Ensures compliance with all software licensing agreements. Manages and safeguards software media and associated licenses. Tracks software versions. Maintains centralized software use log.
- Maintains documentation of the network system including installations,

- problems fixes and upgrades.
- Responsible for the discovery, mitigation and documentation of information technology risks.
 - Ensures for the availability, continuity, confidentiality, and security of data and information pertaining to the organization.
 - Develops, maintains, and implements network security and disaster recovery plans and related activities for information technology operations.
 - Develops and maintains an excellent working relationship with other organizations, ensuring the organization is well received and presented professionally and positively. May interface with the public to explain how to appropriately access publicly-oriented technology used to provide information or public outreach.
 - Oversees and participates in the development and administration of the Division's annual budget; participates in the forecast of funds needed for staffing, equipment, materials, and supplies; monitors and approves expenditures; implements adjustments.
 - Maintains liaison with equipment manufacturers and software vendors to ensure satisfactory support; supervises technical support staff in maintaining efficient operation of the City's information and communication systems.
 - Keeps immediate supervisor well-informed of activities and recommends corrective actions.
 - Other duties as assigned.

EDUCATION/EXPERIENCE & QUALIFICATIONS:

- Graduation from an accredited four-year college or university with a degree in computer science, business or a related field; and
- Five (5) years of progressively responsible work experience in the management of information systems or similar services, including two (2) years supervising computer or information technology functions and operations; or
- Combination of technical experience and/or professional training and certifications that provides the necessary knowledge, skills and abilities to perform the duties. A Master's degree in a closely related field may substitute for the required experience on a year for year basis.
- Previous work experience in a government environment is preferred.
- MCSE certification at the time of hire.
- Valid Driver's License.

OTHER REQUIREMENTS:

Job Specific Skills and Knowledge:

- Principles and practices of information systems and resource management in a LAN/WAN environment, including Internet and e-commerce technologies, trends, and capabilities in a public sector environment.

- Networking architecture, management theory, methodologies, protocols, and techniques.
- Operational characteristics of data, voice, and wired/wireless information technology equipment, peripherals, and various platforms.
- Knowledge of DOS, MS Windows, UNIX environments and Linux operating systems and integrated financial systems.
- Programming languages and techniques and relational database design and maintenance.
- Use of Transmission Control Protocol/Internet Protocol packages (TCP/IP).
- Knowledge of spreadsheet, word processing and database software applications.
- Knowledge of fundamental programming theories.
- Principles and practices of project management related to information technology services.
- Skill in the operation of the listed equipment.
- Advanced skill in the use of personal computer hardware and software.
- Skill in the installation and maintenance of network hardware and operating systems.
- Research, analyze, and evaluate new technologies and service delivery methods, procedures, and techniques, do cost benefit analyses, and determine the feasibility of integration with the City's existing and planned systems.
- Plan, manage, oversee, and implement multi-faceted, complex, multi-phase information technology projects.
- Considerable knowledge, skill and ability in the principles and practices of excellent customer service; ability to meet and deal with internal customers and the public while responding to customers in a friendly, pleasant and professional manner; ability of handle stressful situations while establishing effective working relationships with employees, supervisors and the general public; ability to maintain a professional, courteous, and pleasant demeanor in difficult, stressful situations while diplomatically dealing with difficult people.
- Ability to work independently under minimum supervision, exercising initiative and judgment in a variety of complex situations.
- Communicate effectively, orally and in writing, and prepare and present technology related information to a variety of audiences of differing technological expertise.
- Ability to develop end user documentation
- Ability to establish and maintain effective working relationships with employees, vendors, general public and elected officials.
- Ability to prepare and implement long-range policies and plans specifically related to Information Systems and services.
- Ability to analyze problems identifies alternative solutions, project consequences of proposed actions, and implements recommendations in support of goals.
- Ability to prepare clear, concise reports
- Ability to compile and analyze financial records and reports and prepare written findings
- Ability to maintain confidentiality relating to sensitive information.

- Assess software training needs, and establish and maintain an effective training program.
- A key value of the City is customer service. This position requires considerable knowledge, ability and skill in the principles and practices of excellent customer service as practiced in both the private and public sectors. It requires the ability to effectively meet and deal with the public; the ability to handle stressful situations; the ability to greet and respond to customers in a friendly, pleasant and professional manner using appropriate inflection, grammar and syntax; the ability to establish and maintain effective working relationships with employees, supervisors, and the general public; the ability to maintain a professional, courteous, and pleasant demeanor in difficult and stressful situations; and the ability to diplomatically deal with difficult people. A willingness to expend extra effort to help the public find answers or information relative to their inquiry or complaint is expected.

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT:

- Frequently required to sit, bend, kneel, crouch, squat, walk, talk and listen.
- Occasionally required to use hands to finger, handle, or feel objects, tools, or controls
- Work in tight/confined spaces and/or climb ladders.
- Occasionally lift, move and/or accurately place sensitive computer equipment and connect all wiring necessary to run networked PCs and/or lift up to 50 pounds.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.
- Hand-eye coordination is necessary to operate computers and various pieces of office equipment.
- The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.