



CITY OF POCATELLO CLASSIFICATION SPECIFICATION

Computer Technician

Department: Information Technology Reports to: Chief Information Officer Pay Grade: H11
Date Established: 3/2014 Date Revised: 12/2017 FLSA Status: Non-Exempt

CLASSIFICATION SUMMARY

The Computer Technician performs a variety of working level and technical duties related to the day-to-day installation, maintenance, and operations of the City's information technology systems including PC's, servers, software (standard office system and specialized), and telephones (cellular and Voice Over Internet Protocol (VoIP) private branch exchange (PBX)).

The position requires experience in computer technology, hardware, standard software, and specialized software. Experience in Cisco phone systems is a plus. The position is demanding and requires patience, troubleshooting ability, and strong organizational skills.

The work environment is a Department office environment. The noise level is generally moderate.

ESSENTIAL DUTIES AND RESPONSIBILITIES *(illustrative only and may vary by assignment)*

Builds, deploys, tests, and maintains Personal Computers (PC) and related hardware and software for all City departments; installs Windows OS software and configures to the City's network; reviews PC software and hardware and makes recommendations to supervision on what might be needed.

Installs, maintains, and upgrades the City's computers including desktops, laptops, and tablets. Installs new computers, related hardware, and software. Maintains inventory of new computer equipment. Orders new hardware, software, and supporting equipment as required. Performs scheduled system upgrades.

Troubleshoots and performs repairs on equipment, including ordering and maintaining inventory of repair parts.

Provides for systems and network security; installs security patches; analyzes, configures, and maintains City's firewalls.

Maintains City telephone system, including cell phones. Manages and configures VoIP phone system; programs phone handsets to work with system; installs/configures Personal Call Manager for users; maintains various systems and phone servers; recommends new equipment purchases.

Assists City employees with information technology and telephone systems. Installs, configures, and trains on software for individual users. Answers questions, provides information and technical support, and troubleshoots and resolves employee hardware and software problems.

Maintains inventory list of computers, tablets, cell phones, and related equipment, including assigned users.

Maintains records, logs, and documents of installations, upgrades, repairs, and system operations.

Assists Police/Fire Department with maintaining Spillman System.

Performs all work duties and activities in accordance with City policies, procedures, and safety practices.

Performs other duties as assigned. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this position at any time.

CLASSIFICATION REQUIREMENTS

The requirements listed below are representative of the minimum knowledge, skill, and/or ability required for an individual to satisfactorily perform each essential duty satisfactorily and be successful in the position.

Knowledge of:

- Operation of the City's information technology systems;
- Methods and techniques of installing, maintaining, and upgrading the City's computers, desktops, laptops, and tablets, and all related hardware and software;
- Methods and techniques of maintaining an inventory of new computer equipment, including ordering and verifying receipt of ordered equipment;
- Methods and techniques of performing scheduled system upgrades;
- Methods and techniques of troubleshooting and performing repairs on equipment, including ordering and maintaining inventory of repair parts;
- Methods and techniques of maintaining system security, including virus and malware protection;
- Methods and techniques of maintaining City's telephone system, including cell phones, VoIP phones, PBX, and tablets;
- Operation of standard office equipment;
- Customer service methods, techniques, and objectives;
- Federal (OSHA) regulations and City policies regarding safe work practices;
- Operation of a personal computer and job-related software applications.

Skill and Ability to:

- Install, maintain, and upgrade the City's computers, including desktops, laptops, and tablets, including related hardware and software;
- Maintain inventory of new computer equipment and order new hardware/software as required;
- Perform scheduled system upgrades;
- Troubleshoot and perform repairs on equipment, including ordering and maintaining inventory of repair parts;
- Maintain system security, virus, and malware protections;
- Maintain City telephone system, including cell phones, VoIP phones, PBX, and tablets;
- Assist City employees with the information technology, and telephone systems;
- Maintain inventory list of computers, tablets, cell phones, and related equipment, including assigned users;
- Maintain records, logs, and documents of installations, upgrades, repairs, and system operations;
- Provide efficient customer service;
- Operate basic office equipment including a personal computer and job-related software and applications;
- Maintain a professional demeanor at all times;
- Communicate effectively in the English language at a level necessary for efficient job performance;
- Complete assignments in a timely fashion; understand and comply with all rules, policies and regulations;
- Perform all duties in accordance with City policies and procedures with regard for personal safety and that of other employees and the public.

ACCEPTABLE EXPERIENCE, TRAINING, LICENSES AND/OR CERTIFICATIONS

- Associates degree, two years of technical school or other advanced computer training required;
- Bachelor's Degree in Computer Science or similar field is preferred;
- One (1) year of experience is preferred;

- Idaho driver's license required.

An equivalent combination of education and experience that provides the required skills, knowledge and abilities to successfully perform the essential functions of the position may be considered;

PHYSICAL REQUIREMENTS

While performing the duties of this classification, the employee is frequently required to stand, walk, sit, stoop, kneel, bend, use hands to handle materials, manipulate tools, keyboard and type, operate a motor vehicle, reach with hands and arms, and operate job-related equipment. The employee must occasionally lift and/or move up to 50 pounds with assistance. Sufficient visual acuity and hearing capacity to perform the essential functions and interact with the public is required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.