

PROVO CITY CLASSIFICATION SPECIFICATION	
Title: Information Systems Technician II	Job Code: 1401
Date: September 20, 2007	EEO Code: TE
FLSA Designation: Non-Exempt	Civil Service Status: Covered (Unclassified)

DEFINITION: This is skilled technical work in support of the deployment, operations, and maintenance of various hardware and software systems on a City-wide basis.

CLASSIFICATION STANDARDS: Positions allocated to this classification are responsible to the Director of Information Systems or a designated supervisor and perform all work under his/her general supervision. The work of this class differs from that of a lower level Technician by its ability to handle journey level technical support issues independently, and from a higher level Technician by its need for assistance on the more highly complex issues. *Note: Employees of this class are eligible for advancement to the next level in the career series as directed by policy.*

ESSENTIAL DUTIES: Maintains help desk for users on a wide variety of technical hardware and software issues; ensures a quick response and timely resolution on all inquiries; troubleshoots complex hardware and software specific problems on the phone or on location and refers issues to appropriate Information System staff members as needed; maintains an accurate log of all support calls and the resulting course of action; prepares various reports and statistics on support requests; instructs users on software and computer utilization, IS standards, best practices, and department procedures; organizes and conducts training classes as needed on a variety of internet, software, and hardware applications.

Deploys and configures basic software applications on workstations, scanners, printers, PDAs, and a variety of other computerized devices; deploys pre-configured software on highly complex applications; receives training in developing and configuring the parameters and deployment strategies of more complex software applications; maintains the inventory of software assets used by the City; detects and eliminates system viruses, spyware, and other malware; performs backups of file systems; may perform basic programming in the course of duties including writing and maintaining system queries.

Assists in determining need for, evaluating, selecting, installing, and replacing a variety of hardware including CD ROM drives, modems, printers, projectors, computer cards, and other peripherals; assists with the use of miscellaneous items such as KVM switches, cables, scanners, plotters, and so forth; receives training on basic server installation and setup activities; maintains life cycle of hardware and software including maintaining an accurate inventory, facilitating manufacturer warranties, and analyzing replacement needs; coordinates with vendors on pricing, ordering, and delivery of equipment or materials; assist other staff and performs other related duties as needed.

MINIMUM REQUIREMENTS: Equivalent to an Associate's Degree in computer science, networking, or a related field; and one (1) year of computer operation and system support experience; **OR** an equivalent combination of job-related education and/or experience [substituting each one year of post-secondary education/training for six months of experience].

License(s). A valid, lawful driver's license is required.

SELECTION FACTORS: Knowledge of: the principles and practices of computer operations, networking, communications, and basic programming; application software, operating systems, components, and associated peripherals; browser-based software; related laws, codes, rules and regulations governing computer functions; policies and procedures established for the work system; functions and terminology common to the work; basic English composition, spelling, and grammar.

Skill in: tracking and responding to user requests in a timely and effective manner; identifying and resolving technical issues; communicating technical ideas in a clear and concise manner to individuals with a wide range of technical knowledge or ability, both verbally and in writing; evaluating programs and procedures. **Ability to:** perform work with speed and accuracy; exercise independent judgment while evaluating situations and in making determinations; organize assigned work and develop effective work methods; prepare clear, concise, and accurate reports; perform duties in a manner that demonstrates respect, integrity, courtesy, and kindness towards fellow workers, customers, and the general public; develop and maintain effective working relationships with the public, coworkers, and superiors; and demonstrate a high level of commitment to the principles of positive customer service.

TOOLS AND EQUIPMENT USED: Telephone, personal computers, communication devices, electronic diagnostic devices, and a variety of other computerized devices.

PHYSICAL DEMANDS: Light physical effort including lifting up to 40 pounds; intermittent sitting, standing, and walking; maintaining concentrated attention to detail for long periods of time; vision for data analysis.

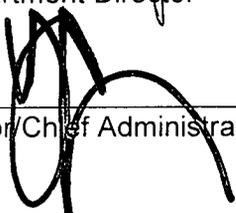
ENVIRONMENTAL FACTORS: Work location is inside and includes exposure to computers, electronics and electrical devices. Position may include exposure to high stress situations due to strict deadlines and contact with individuals frustrated by their technical support issue.



Department Director

9/20/07

Date



Mayor/Chief Administrative Officer

1 Oct 2007

Date

NOTE: The above statements are intended to describe the general nature and level of work being performed by the person(s) assigned to this classification. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required of personnel so classified. Class specifications are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, change, or delete any and all provisions of this classification at any time as needed without notice. Reasonable accommodations may be made for otherwise qualified individuals who require and request such accommodation. This class specification supersedes earlier versions.