# CITY OF LINCOLN
## INFORMATION SYSTEMS TECHNICIAN I/II/SENIOR

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

## DEFINITION:

Under direction, provides ongoing technical support to City personnel in the use of desktop computers and related software programs; works closely with the City's technical consultant on systems support; installs software programs and software modifications as necessary; acts as liaison to vendors in the evaluation of designated equipment and software systems; and performs other related duties as required.

## DISTINGUISHING CHARACTERISTICS:

### Information Systems Technician I
The **Information Systems Technician I** is the entry level class responsible for a wide variety of information system tasks. This classification may be alternatively staffed with Information System Technician II and incumbents may advance to the higher-level after gaining experience and demonstrating a level of proficiency that meets the qualifications of the higher-level class.

### Information Systems Technician II
The **Information Systems Technician II** is the journey level class responsible for the coordination and implementation of information system tasks. This classification is distinguished from the next higher classification of Senior Information Technician in that the latter is an advanced journey level and performs more complex assignments and may have lead responsibilities.

### Senior Information Systems Technician
The **Senior Information Systems Technician** is the advanced journey level and/or lead class responsible for a wide variety of information system tasks. This classification is distinguished from the next higher classification of Information System Manger in that the latter has managerial responsibilities and performs more complex assignments.

## SUPERVISION RECEIVED/EXERCISED:

### Information Systems Technician I
Receives supervision from the Information Systems Manager. Incumbents of this class do not routinely exercise supervision.

### Information Systems Technician II
Receives supervision from the Information Systems Manager. Incumbents of this class do not routinely exercise supervision.

### Senior Information Systems Technician
Receives general direction from the Information Systems Manager or his/her designee. May exercise technical and functional supervision over assigned staff.

**ESSENTIAL FUNCTIONS:** *(include but are not limited to the following)*

- Provides user support assistance in developing and implementing the City's computerized information systems, including hardware and software requirements.

- Acts as help desk and technical support analyst for any and all user requests/requirements; ensure that help desk problems are controlled through a timely and structured process; ensures that complex problems are elevated to the proper level of support.

- Assists users in solving computer system problems related to efficient processing of input and output data; answers technical questions to enhance user development.

- Analyzes, troubleshoots, recommends, and implements solutions to a wide variety of computer system hardware and software problems.

- Analyzes and documents applicability of office automation and information systems to assist in obtaining information needed by management.

- Performs system back-ups on a variety of servers and make adjustments accordingly; ensure that computer room equipment is maintained in a proper fashion.

- Maintains operational familiarity with City desktop computer equipment, including all associated software.

- Researches, collects and interprets data on computer hardware and/or software for office automation and data processing to meet the City's information system goals; maintains awareness of technical advancements in the field; participate in vendor evaluation.

- Assists in the development of the City's strategic plan for telecommunications and technology.

- Assists in developing and monitoring the capital outlay budget for the City's computer systems needs; maintains a complete and current system inventory.

- Establishes positive working relationships with representatives of community organizations, state/local agencies and associations, City management and staff, and the public.

**PHYSICAL, MENTAL AND ENVIRONMENTAL WORKING CONDITIONS:**

Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement and fine coordination in keeping records and preparing reports using a computer keyboard. Additionally, the position requires near and far vision in reading written reports and work-related documents and acute hearing is required when providing phone and personal service. The nature of the work may require the incumbent to lift equipment and materials weighing up to 25 pounds or more.

**QUALIFICATIONS:**

The following are minimal qualifications necessary for entry into the classification.

**Education and/or Experience:**

Any combination of education and experience that has provided the knowledge, skills and abilities necessary for an **Information Systems Technician I/II/Senior**.  A typical way of obtaining the required qualifications is to possess the equivalent of:

> **Information Systems Technician I**
> Two years of increasingly responsible computer system support experience including the utilization of computer systems, software programs and equipment of a nature similar to those utilized by the City of Lincoln, and an associate's degree from an accredited college or university with major coursework in computer science, information technology, electronics, or a closely related field.
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> **Information Systems Technician II**
> Four years of increasingly responsible computer system support experience including the utilization of computer systems, software programs and equipment of a nature similar to those utilized by the City of Lincoln, and an associate's degree from an accredited college or university with major coursework in computer science, information technology, electronics, or a closely related field.
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> **Senior Information Systems Technician**
> Six years of increasingly responsible computer system support experience including the utilization of computer systems, software programs and equipment of a nature similar to those utilized by the City of Lincoln, and an associate's degree from an accredited college or university with major coursework in computer science, information technology, electronics, or a closely related field.
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> **License/Certificate:**
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> Possession of, or ability to obtain, a valid class C California driver's license.

**KNOWLEDGE, SKILLS AND ABILITIES:**   *(The following are a representative sample of the KSAs necessary to perform essential duties of the position.)*

**Knowledge of:**

General knowledge of computer equipment, including PC's, servers and printers; principles and procedures of information technology, including maintenance and operation; techniques and methods of computer hardware and software evaluation, implementation and required documentation; diagnostic methods for analyzing equipment or systems problems; methods and techniques of supervision, training and motivation; basic principles of mathematics; applicable federal, state and local laws, codes and regulations; standard office procedures, practices and equipment; modern office equipment including a computer and applicable software; methods and techniques for record keeping and report preparation and writing; proper English, spelling and grammar; occupational hazards and standard safety practices.

**Skill to:**

Operate an office computer and a variety of word processing and software applications.

**Ability to:**

Operate a full range of office automation equipment and software and troubleshoot common personal computing problems; logically solve problems relating to equipment configuration and overall system design; maximize the use of computer equipment; sustain close visual and mental attention in the performance of repetitive work; lift and carry weights equivalent to the weights of personal computers and associated peripherals safely and routinely; learn and apply new information technologies; provide services in different geographical locations throughout the City as requested by users; type with accuracy and at a speed necessary for successful job performance; organize, prioritize and follow-up on work assignments; work independently in the absence of supervision; work alone or in close proximity to others; make sound decisions within established guidelines; follow written and oral directions; observe safety principles and work in a safe manner; communicate clearly and concisely, both orally and in writing; establish and maintain effective working relationships.


**Salary Range:**      Refer to Professional/Administrative Salary Schedule
**FLSA:**      Nonexempt
**Employee Group:**      Professional/Administrative 39