INFORMATION SYSTEMS TECHNICIAN I I

DEFINITION

Under general supervision, performs computer operations and system administration on multiple systems and configurations of the city's infrastructure; provides technical support to end users; and to perform related work as required.

DISTINGUISHING CHARACTERISTICS

This is the advanced skill working level requiring considerable knowledge in daily network operations. Incumbent performs advanced technical work in the operation and maintenance of the City's computer system.

EXAMPLES OF DUTIES

Performs a variety of advanced technical duties in the installation, repair, replacement and maintenance of servers, computer LAN and WAN systems, and peripherals; evaluates, troubleshoots, and diagnoses computer hardware, software including OS updates and security patches, network connectivity problems; assists in the installation, maintenance and repair of the City's computers; provides for the maintenance and service of all hardware and software components of the computer systems; create server & PC images; performs routine tasks, such as back ups, file purges and compressions, creates user accounts utilizing appropriate security measures, and monitors server disk space; may be called upon to respond after hours and weekends in the event of a computer system malfunction, system updates, and/or computer hardware and software rollout.

SPECIAL REQUIREMENTS

Possession of an appropriate California driver's license.
A+, MCSE, & CCNA certification highly desirable.

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EMPLOYMENT STANDARDS

Knowledge of:

- Advanced principles, practices and technology related to the operation and maintenance of computer systems.
- Data processing operations, including input preparation, data control procedures and data output.
- Programs utilizing DOS and windows platform (2000, XP). Working knowledge of server platforms (i.e., MS Exchange 2000 & Active Directory, 2000, 2003), Alpha and Unix desirable.
- Network protocol (DNS, DHCP, and TCP/IP).
- Current related computer automation and information systems technologies and developments.
- Cisco equipment (Router, Pix, and Switches).
- VMS operation system, using CAD, and RMS.
- Microsoft Office Suite 97 & 2000 Prof., XP & Office 2002 (Word, Excel, Power Point, Access, Outlook).
- Strong troubleshooting skills.

Ability to:

- Make Patch cable, RJ45 using CAT 5e.
- Install hardware and software.
- Read and understand technical schematics, manuals, and drawing.
- Interface with users on a non-technical level to troubleshoot and research solutions to their computer problems and to distinguish between hardware and software errors.
- Maintain work effectiveness and meet deadlines with frequent changes in workload and priority assignments.
- Exercise independent judgment to identify and resolve problems effectively and efficiently without supervision.
- Good customer and communication skills.
- Effectively represent the department with concerned individuals, organizations, and other public agencies.
- Establish and maintain cooperative working relationships.
- Communicate effectively orally and in writing.

INFORMATION SYSTEMS TECHNICIAN I I

EMPLOYMENT STANDARDS (cont.)

and

Training and Experience: Any combination of training and experience which would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education: Graduation from an accredited "four" year college or university with major course work in Computer Science, informational systems or related fields. Completion of an accredited computer training school with certification, will be considered in lieu of college graduation.

Work Background: Two years full-time experience in computer operations, troubleshooting, network administration and repair. Experience with mini and microcomputers is desired. Web site development experience using Frontpage, JAVA, Visual Basic desirable.

October 2002 (Res. #02-106)