CITY OF MONTEBELLO 518

INFORMATION SYSTEMS TECHNICIAN I

DEFINITION

Under supervision, provides technical support for various computer systems and networks; and to perform related work as required. This is the entry-level classification in the Information Systems series requiring basic knowledge in daily network operations. Incumbent performs technical work in the operation and maintenance of the City's computer system. This position performs a variety of basic technical duties in the installation, repair, replacement and maintenance of computer LAN and WAN, systems, and peripherals; evaluates, troubleshoots, and diagnoses computer hardware, software including OS updates and 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; 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:

- Basic 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 (9.X, NT, 2000, SP). Basic knowledge of server platforms (NT, 2000, Mac OS).
- Current related computer automation and information systems technologies and developments.
- Microsoft Office Suite 97 & 2000 Prof. (Word, Excel, Power Point, Access, Outlook).
- Strong troubleshooting skills.
- Network protocol (TCP/IP/DHCP/DNS).

Ability to:

- Make Patch cable, RJ45 using CAT 5e.
- Install hardware and software.
- Read and understand technical schematics, manuals, and drawings.
- 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.
- Work unusual hours or shifts as necessary.
- Effectively represent the Department with concerned individuals, organizations and other public agencies.
- Good customer and communication skills.
- Establish and maintain cooperative working relationships.
- Communicate effectively orally and in writing.

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EMPLOYMENT STANDARDS (cont.)

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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: College coursework from an accredited 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 coursework.

Work Background: Two years full-time experience in computer systems operation desired. Web site development using (Frontpage, JAVA, Visual Basic) desirable.

October 2002 (Res. #02-106)