



COMPUTER/SYSTEMS APPRENTICE

JOB DESCRIPTION

Department: Executive	Division: Information Technology
Work Location: City Building	Percent Time: Part-time (.5 FTE), Temporary
Job Type: Apprenticeship	FLSA Status: Non-exempt
Reports To: Network Administrator	Union: Non-union

JOB SUMMARY

Under the guidance of experienced staff, the Computer/Systems Apprentice will learn and acquire knowledge in Information Technology system maintenance, to include performing hardware upgrades and installing software on workstations as part of the City's conversion to a centralized model of user data and workstation images. Generally, the Apprentice will perform assigned tasks to support the Network Administrator and Network/Systems Technician to maintain and administer City computers, peripherals, networks, and software systems.

ESSENTIAL FUNCTIONS

- Performs technical tasks, such as primary diagnostics on hardware and software, installing and configuring network hardware and software; installing and configuring computers; and configuring hardware and software.
- Provides setup and configuration of computing peripherals such as printers, monitors, scanners, mice, special keyboards, and other equipment as necessary.
- Migrates user data from a decentralized model to a centralized one, following the direction of the Network Administrator and Network/Systems Technician.
- Maintains inventory of the City's personal computer hardware and software.
- Researches hardware and software for use in City systems as directed by the Network Administrator.
- Reports to Network Administrator on status of current projects, hardware/software requests, and other computer/network issues as they arise.
- Recognizes situations which are beyond their limits and directs them to the appropriate person.
- Maintain a professional and courteous attitude with all people, including fellow employees, members of the public, management, board and commission members, elected officials and members of the media. Cooperates with other departmental/division personnel to ensure customer service standards are consistently practiced.

City of Urbana

- Maintain confidentiality in performing assignments relative to any information received directly or indirectly. Ensure that confidential information is kept secure.
- Complies with City policies and procedures.
- Reports to work on time and as scheduled.
- Performs other duties as needed or assigned.

JOB REQUIREMENTS

Education & Experience

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

- Knowledge and skills typically acquired through completion of a high school diploma, GED, or equivalent and current enrollment in an accredited two year college or technical certificate program in Computer Science, Computer Information Systems, or a related field.
- Knowledge of principles and processes for providing excellent customer service to users. This includes providing customer needs assessment (e.g., interviewing City staff and other system users to accurately assess their needs), meeting quality standards for services, and evaluating customer satisfaction.
- Proficiency with standard desktop software applications.
- Practical experience with testing, installing and connecting various computers in the network; troubleshooting and diagnosing hardware problems; and providing minor computer repairs.

Knowledge of

- Information Technology processes, methods, and techniques as acquired through practical experience or classroom-based coursework.

Ability to

- Comprehend and carry out instructions in written, oral, or picture form.
- Communicate clearly and effectively, both verbally and in writing, with City staff and other system users.
- Apply excellent verbal and written communications in order to convey technical issues, and maintain good public relations with Information Technology customers and vendors.
- Work with close attention to detail.

Supplemental Information

Supervision received

- This position works under close supervision of the Network Administrator and Network/Systems Technician and is assigned duties according to specified procedures. The position receives training on procedures and work is checked frequently.

Level and complexity of supervision exercised

- This position is not responsible for supervising any staff positions.

Job Dimensions

The job requires knowledge of Information Technology such as could be acquired through experience or classroom-based course work. Knowledge of established processes, methods, and techniques, as well as practical knowledge of technical principles is required, which permits employee to carry out routine assignments and to gain familiarity with the operating systems, equipment, software, and business goals of the organization. Examples include: responding to requests to identify and solve recurring end-user problems associated with a network; installing and testing workstation upgrades, peripheral devices and new software; and/or configuring and installing a group of individual computer workstations in accordance with standard patterns. Work activities normally involve addressing conventional problems or situations with established methods that allow departments to function properly. While the scope of improperly performed work and/or equipment or software failure is limited, the nature of the activity may require that emergency repairs be performed.

Contacts typically include daily contact with City staff and other system users for problem resolution and for computer training. Occasional contact with vendors for trouble-shooting, RMAs and program updates of hardware and software using e-mail, postal mail, fax and phone.

Physical Demands and Working Conditions

Physical demands: Lifting and maneuvering up to 25 lbs., climbing ladders, maneuvering in confining spaces, making skillful, coordinated movements with the hands and arms, seeing in close environmental surroundings, and sitting for prolonged periods of time at a computer screen.

Working conditions: Office is located in a restricted access area with other staff. May work in server room or other equipment areas that are kept at lower temperatures for periods of time to repair, maintain or replace equipment. Work environment may include occasionally working in confined spaces and/or in cramped body positions, possible contact with electrical hazards, and in close association with others.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; visually inspect work in progress.

Hearing: Hear in the normal audio range with or without correction.

The physical demands and work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Class Specification History

New class: July 1, 2021

General revision:

Revised minimum qualifications:

Revised definition, minimum qualifications, and add distinguishing characteristics:

Revised minimum qualifications:

Revised definition and distinguishing characteristics:

New class code:

For HR/Finance Use

Job Class Code	Pay Grade
EEO Category 6—Administrative Support	LVL