



COMPUTER/SYSTEMS TECHNICIAN

Job Description

Department: Executive	Division: Information Technology
Work Location: City Hall	Percent Time: Full-time (100%)
Job Type: Civil Service	FLSA Status: Non-Exempt
Reports To: IT Manager	Union: Non-Union

JOB SUMMARY

Under general supervision of the IT Manager, the Computer/Systems Technician provides technical tier one and tier two helpdesk support both over the phone and in person for users of all City information technology supported systems, applications and services. Assists and performs assigned tasks to support, maintain, and administer City information technology hardware and software systems. Assists the other members of the IT team in maintaining and administering City network hardware and software systems when needed. May be assigned to perform these duties for other entities that have contracted with the City for IT support.

ESSENTIAL FUNCTIONS

- Performs technical tasks, such as running cable, primary diagnostics on hardware and software, installing and configuring network hardware and software; installing 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.
- Troubleshoots hardware, software, network and peripheral issues and provides hardware replacement, cleaning or repair as needed.
- Performs hands-on fixes at the desktop level including installing and upgrading software, implementing file backups and configuration of systems and applications.
- Performs employee training in the operation of personal computer hardware and software through individual instruction.
- Answers immediate questions in the operation of personal computers and the network.
- May assist the Network Administrator in administering the City's network hardware and software, including operating system, file storage user access, problem resolution (back-up) and security as assigned.
- Maintains inventory of the City's personal computer hardware and software.
- Communicates with vendors for technical support, RMA and program updates as needed to resolve hardware and software issues.
- Researches hardware and software for use in City systems as directed by the IT Manager.

- Reports to the IT Manager on status of Help Desk issues, current projects, hardware and software requests, and other computer or network issues as they arise.
- Complies with City and Department policies and procedures.
- Performs other related duties as 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:

- Completion of an associate's degree in Network Administration, Computer Science, Computer Information Systems, or a related field.
- Two (2) years of professional, full-time, directly-related work experience covering the following areas: operating and maintaining computers, software application support, networking skills such as the connecting and configuring networked computers and peripherals, and work in an enterprise IT environment.
- Experience providing excellent customer service to users. This includes providing customer needs assessment (e.g., interviewing system users to accurately assess their needs), meeting quality standards for services, and evaluating customer satisfaction.
- Experience with complex problem-solving situations, such as identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- Experience with testing, installing and connecting various computers in a network environment; troubleshooting and diagnosing hardware problems; and providing minor computer repairs.

KNOWLEDGE OF

- Desktop hardware components and techniques required to repair, upgrade or recommend the purchase of desktop computer systems.
- Analyze use cases and recommend the purchase of Windows compatible systems.
- Personal computer operating systems, primarily Microsoft Windows.
- Mobile device operating systems (Android, iOS, iPadOS).
- Troubleshooting standard desktop and cloud-based software applications.
- Fundamental security techniques for protecting network clients.

SKILLS

- Excellent verbal and written communication skills demonstrating the ability to convey technical issues and maintain good public relations with Information Technology customers and vendors.
- Communicating technical information to non-technical users.
- Outstanding customer service and active listening skills.
- Analytical skills that involve analyzing data, breaking down problems, identifying relationships between issues and making complex plans.

- Sufficient proficiency with standard desktop software applications such as Microsoft Office to support end-user issues with these applications.

ABILITY TO

- Establish and maintain a cooperative work environment with associates, supervisor, and customers in various City departments.
- Perform multiple tasks simultaneously while remaining detail oriented.
- Serve as a back-up on-call responder to handle urgent calls for service regarding system problems and outages during off-duty hours.
- Work within deadlines and frequent interruptions.
- Work patiently with groups and individuals in a training situation.
- Work with close attention to detail.
- Work independently and coordinate work as part of a larger team.
- Learn new skills as the IT landscape evolves, keeping on top of current technology trends and support.
- Maintain maximum security over confidential and secure information encountered in the course of performing all work.

LICENSES, CERTIFICATIONS AND MEMBERSHIPS REQUIRED

- Must possess a valid State of Illinois driver's license or be able to obtain one within 15 days of employment.

SPECIAL REQUIREMENTS

- Must be available for system emergencies and maintenance that may arise before 8 a.m. and after 5 p.m. and on weekends.

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 a few specific technical and scientific principles is required, which permits the 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 using a computer; installing and testing internal component upgrades, peripheral devices and new software; and/or configuring and installing a group of individual computer workstations in accordance with standard practices. Work directly impacts the operation, accuracy, reliability, acceptability or design of programs, systems or equipment that affect the operation of individual departments. Work activities may be complex, but normally involve addressing problems or situations with established methods to allow departments to function properly. Improperly performed work and/or equipment or software failures are likely to produce significant errors and/or create delays that directly affect the ability of a department 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 who use computers and peripheral devices as essential tools of their daily work 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, and phone.

Supplemental Information

Supervision received

- This position operates under general direction of the Information Technology Manager.

Level and complexity of supervision exercised

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

Security Level

- Level CJIS: essential functions require unescorted access to unencrypted criminal justice information. Upon a conditional offer of employment, the selected candidate must demonstrate the ability to meet the essential functions associated with this security level, in accordance with federal requirements.
- Level MVR: essential functions require frequent use of City vehicles.

PHYSICAL DEMANDS AND WORKING CONDITIONS

Physical demands: Lifting and maneuvering up to 50 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. Minimal short-distance travel is required.

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, with or without accommodation.

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

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The 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.

Network Systems Technician

City of Urbana

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:
General revision: 09/23/2013
General revision: 10/30/2024

For HR/Finance Use

Job Class Code	Pay Grade
1552	106
EEO Category	LVL
3–Technician	