

GENERAL DEFINITION OF WORK:

Performs difficult technical work responding to requests and analyzing user needs; does related work as required. Work is performed under general supervision.

ESSENTIAL FUNCTIONS/TYPICAL TASKS:

Analyzing needs; designing; troubleshooting system problems; providing systems administration; preparing proper program documentation; providing technical support; training users. Duties coordinated by the Systems Technician.

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Coordinates, plans and executes client/server software and database system upgrades/patches; monitors equipment; performs general and preventive maintenance including backups and data restoration.
- Conducts evaluations of existing system processes and functional requirements.
- Troubleshoots system problems for department users.
- Provides customer service and guidance to citizens of systems capabilities.
- Researches and gathers information to evaluate existing application products which could address client requirements and develops recommendations.
- Receives and troubleshoots problems across hardware, operating systems and applications.
- Serves as technical support to provide information regarding operational and mechanical problems; serves as technical support for users on scanning equipment and Adobe, Microsoft Office, and recreation application software; creates and maintains users on application systems.
- Prepares detailed procedural documentation on use of various software applications as it relates to current use; coordinates/conducts in-house training sessions and/or coordinates training sessions for users.
- Manages Parks and Recreation's internet and intranet websites; scans and formats images for websites; converts documents to web appropriate format; creates databases and web applications that interact with databases.
- Installs and removes POS computer and attached equipment from seasonal sites, new sites and closing sites; stores spare and out-of-service equipment in department storage.
- Maintains the inventory of all computer equipment and installed software on each personal computer.
- Researches software products to evaluate potential use in the department and determine which product will meet the needs of the department.
- Learns newly purchased software programs as they are acquired and provides staff training as directed.

KNOWLEDGE, SKILLS AND ABILITIES:

General knowledge of principles of computer systems, procedures, analysis and design; general knowledge of programming languages and available software packages; ability to analyze, design, program, install, maintain and develop technical and difficult programs with the capability of developing logical solutions to programming problems; ability to develop processing procedures for the performance of all municipal information services; ability to prepare reports and communicate technical information effectively both orally and in writing; ability to establish and maintain effective working relationships with associates and user department personnel.

EDUCATION AND EXPERIENCE:

Any combination of education equivalent to graduation from an accredited community college with major course work in computer science or related field and some analytical experience.

PHYSICAL REQUIREMENTS:

This is sedentary work requiring the exertion of up to 10 pounds of force occasionally, and a negligible amount of force frequently or constantly to move objects, and some light work requiring the exertion of up to 20 pounds of force occasionally, up to 10 pounds of force frequently, and a negligible amount of force constantly to move objects; work requires stooping, reaching, fingering, grasping, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; visual acuity is required for depth perception, color perception, preparing and analyzing written or computer data, visual inspection involving small defects and/or small parts, assembly or fabrication of parts at or within arms length, operation of machines, operation of motor vehicles or equipment, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.

SPECIAL REQUIREMENTS:

None.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.