CITY OF PULLMAN, WASHINGTON
CLASS SPECIFICATION

MAINTENANCE AND OPERATIONS SYSTEMS TECHNICIAN 2210

GENERAL PURPOSE:
Develops, manages, and maintains computer systems and software for maintenance and operations service and program; Provides technical and operational support to users and coordinates computer system equipment for the department.

CLASSIFICATION SUMMARY:
The primary function of an employee in this class is to provide computer support to Maintenance and Operations, including user training, operation, implementation and maintenance of both hardware and software computer equipment, including specialized data and software to maintain Asset Management, Laboratory Information Management, Water System Database and Sewage Treatment Plant Database. Although most work is performed for the Maintenance and Operations Division, an employee in this class works closely with the City's Information Systems Manager to coordinate technical requirements, determine user needs, conduct cost benefit analysis and prepares recommendations. Work is performed independently under the general direction of the Maintenance and Operations Superintendent who reviews work performance for the effective functioning of the department's computer systems and associated hardware and software in cooperation with the City's Information Systems Manager.

ILLUSTRATIVE EXAMPLES OF ESSENTIAL DUTIES AND RESPONSIBILITIES:

Develops, tests, implements and maintains specialized applications for Maintenance and Operations Services; Creates applications and custom interfaces for the Hansen Asset Management Software, the Laboratory Information Management System, the Water System Database Management system and Sewage Treatment Plant Database Management System; Oversees data entry to ensure accuracy, completeness and adherence of departmental standards.

Creates custom reports using existing databases for all City Departments under the direction of the Information Systems Manager.

Develops and maintains the M&O Division Website.

Provides first-line support services to M&O computer users; trains end users on the effective use of applications and M&O specific programs; installs M&O specific programs, connects printers and installs printer drivers, etc.

Manages the division's interface with the City's Finance Department billing software and the M&O electronic meter reading software; maintains meter reading software and hardware; troubleshoots meter reading problems; assists Finance Department with account maintenance.

Serves as administrator to maintain software and hardware environment of computer servers and workstations;, including patches, software installations and routine maintenance; Responsible for diagnosis, installation, up-grade and/or troubleshooting personal computers and peripherals. May perform on-site repair of equipment, or coordinates through the City's IS Department.

Researches, procures, installs, and/or up-grades software programs necessary to meet or improve departmental operations. Provides support to end users in the installation and operation of such programs.

Consults with the City's Information Systems Manager to determine user needs for new or revised computer systems and applications, and/or operations and procedures. Determines technical requirements, conducts cost-benefit analysis, and prepares recommendations. Develops budget recommendations for maintaining, improving or up-grading department's computer operations including hardware, software, and other peripherals; assists Information Systems Manager as needed.

Advises management and staff regarding policies for complying with licensing requirements, safeguarding computer operations, E-mail, Internet use, data collection and dissemination, and confidential information.

OTHER JOB FUNCTIONS:

May perform the functions of other support services personnel, including data entry, on an as needed basis. Performs other tasks as assigned.

SELECTION FACTORS:
(Applicants should describe their previous experience and training for each of the following selection factors. These factors will be the basis for selecting the most qualified applicants to be interviewed. Candidates selected for employment must satisfactorily demonstrate possession of these factors during a prescribed probationary period, and afterwards, for continued employment.)

Knowledge of:
- Computer systems and technical management information systems, including a wide variety of operating systems, software applications, database management and programming methods.
- SQL server software applications.
- Capabilities and operation of desktop computers, workstations, servers and peripheral equipment including operating systems and other software applications.
- Documentation and record-keeping techniques.

Ability to:
- Gain working knowledge of Hansen Asset Management and SQL Server;
- Gain working knowledge of Inforum Gold Financial Software;
- Gain working knowledge of computer system design, troubleshooting and implementation.
- Communicate and provide solutions to end-users having varying degrees of computer competency;
- Manage multiple tasks and projects simultaneously;
- Communicate effectively with product vendors and technical consultants;
- Provide excellent customer service and user training;
- Install software applications;
- Install, troubleshoot and/or repair malfunctioning PC systems, system applications, and other peripheral equipment;

- Read, analyze, and interpret technical journals, financial reports, operating and procedures manuals;
- Train end-users in the effective use of computer and peripheral equipment and software applications;
- Communicate orally and in writing;
- Exchange complex information, think creatively, solve problems, negotiate, persuade, make decisions, use discretion, train and advise others regarding data resources and computer operations;
- Manage own workload and meet deadlines;
- Work effectively with limited and general supervision;
- Physically perform the essential functions of the job.

MINIMUM QUALIFICATIONS:
(Persons applying for a position of this class should have any combination of the following experience and training.)

Associate Degree in computer science, with at least two years experience in database application development and implementation; working knowledge of SQL service software applications, preferably working directly with the Hansen Asset Management Program, or any equivalent combination of experience and training in database application design and implementation.

TOOLS AND EQUIPMENT USED:
Office machines and equipment including personal computers, printers, scanners, telephones, fax machines, copiers, calculators, and other related equipment.

WORK ENVIRONMENT:
(The work environment characteristics described here 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.)

Work is performed primarily in an office environment while sitting at a desk or computer terminal. Physical capabilities include the ability to sit for long periods of time, walk, talk, and hear; lift or move up to 50 pounds; bend, stoop, or crawl in tight spaces; use arms, hands, and fingers to reach, handle, feel, grasp, or manipulate objects, materials, tools, equipment, and controls; should have close, distance, color, and peripheral vision; depth perception; and the ability to adjust focus.

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.

FLSA Class: Non-Exempt
Adopted: