CITY OF PULLMAN, WASHINGTON
CLASS SPECIFICATION

INFORMATION SYSTEMS TECHNICIAN 1210

GENERAL PURPOSE:
Develops, manages, and maintains computer systems and software. Provides technical and operational support to users and coordinates computer system equipment and processes. Manages the broadcasting and equipment for the Government Access Channel 13.

CLASSIFICATION SUMMARY:
The primary function of an employee in this class is to provide computer support to City departments, including user training, operation, implementation and maintenance of both hardware and software computer equipment, including specialized data and software. Work is performed independently under the general direction of the Information Services Manager who reviews work performance for the effective functioning of the City's computer systems and associated hardware and software.

ILLUSTRATIVE EXAMPLES OF ESSENTIAL DUTIES AND RESPONSIBILITIES:

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 coordinate repair through outside vendors or consultants.

Develops, trains, and assists with maintenance of the City of Pullman Website.

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

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.

Manages the daily operation of the City's cable television channel including the production and direction of live and taped programs, including gavel-to-gavel government meetings, training video tapes, public service announcements, and documentaries.

Installs and performs minor maintenance, preventative maintenance and service repairs on television station equipment.

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:

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.
- Working knowledge of computer system design, troubleshooting and implementation.
- 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:
- 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;
- Operate professional television video equipment including cameras, mobile-production equipment, lighting and audio recording instruments, VCRs, audio boards, video test equipment, microphones, amplifiers, speakers, monitors and computers.
- 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 or related field plus two years experience in systems administration, network operation and management, including protocols and configuration techniques in a multi-site network environment; or an equivalent combination of experience and training in computer networking systems.

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: 01/2007