

## INFORMATION SYSTEMS TECHNICIAN

**Position Title:** Information Systems Technician  
**Department:** Administrator  
**Department Head:** Administrator  
**Immediate Supervisor:** Information Systems Coordinator  
**Pay Range:** 6 **FLSA Status:** Non-exempt

APPROVED:	October 20, 2003
REVISED:	September, 2007
REVISED:	November 7, 2008
REVISED:	

### Purpose

Performs non-supervisory technical and administrative work maintain and further City Information Systems (IS) Department goals.

### Organizational Relationships

Communicates with: *Internally* - all computer users, Municipal Utility and Rice Hospital IS staff; *Externally* – Kandiyohi County IS staff, County Emergency Manager, Ridgewater College and Willmar Public Schools, Willmar Area Chamber of Commerce, various computer hardware and software vendors, and MN Office of Enterprise Technology.

Supervises: None

### ESSENTIAL FUNCTIONS

- Participate in creation and discussions regarding IS policies, practices and procedures.
- Implement, maintain, and support information technology systems, programs, and networks.
- Maintain data protection and backup procedures for all networks.
- Setup, maintain and support PC systems and peripheral hardware.
- Schedule equipment repairs following manufacturer's recommendations.
- Perform preventative maintenance.
- Monitor established warranties.
- Serve as a resource for department-specific applications.
- Setup network usernames, permissions and passwords.
- Install and support antivirus software.
- Maintain City website with current data from all departments.
- Develop department websites with assistance from department designee.
- Setup and maintain SQL databases as necessary.
- Communicate between other affiliated agencies to collaborate website information.
- Continue development and maintenance of internal intranet.
- Purchase supplies and equipment including hardware, software and peripherals.
- Assist departments in determining need for product purchasing.
- Evaluate vendor products and provide recommendations.
- Maintain inventory of all equipment
- Train and support end users on computer operations and procedures.
- Basic maintenance and support of PBX phone system.

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## **Other Duties and Responsibilities**

Perform other related duties as assigned or apparent.

## **Required Knowledge, Skills, and Abilities**

Basic knowledge of Microsoft Exchange email system, including Outlook.

Knowledge of a web programming language.

Basic knowledge of enterprise-class database systems.

Knowledge regarding networked server's operating systems, specifically Microsoft Windows Server, Active Directory, and IBM iSeries.

Strong knowledge and experience with Microsoft Windows.

Strong knowledge and experience with Microsoft Office.

Skill in LAN/WAN configuration and maintenance.

Skill and ability to troubleshoot software and hardware problems quickly and efficiently.

Skill and ability to serve as a public speaker and trainer/teacher.

Ability to communicate effectively to users, industry professionals, and vendors.

Skill and ability to research complex errors.

Ability to learn quickly, and be able to apply new ideas and concepts to the real world work environment.

Ability to design web pages in a pleasing and professional manner.

Ability to lift objects weighing up to 50 pounds.

Ability to follow established department procedures.

Ability to keep current on technological issues through relevant training, reading and research.

Ability to write clear and understandable directions.

Ability to manage multiple tasks and prioritize.

Ability to handle confidential information with appropriate discretion.

*Machines, Tools and Equipment Used:* Computers, keyboard, mouse, printers, plotters, fax machines, modems, UPS's, copy machines, hand tools such as screwdrivers, pliers, utility knife, utility cart and phone.

## **MINIMUM QUALIFICATIONS**

Associate's degree in a technology-related field with knowledge of current Windows operating systems, server and network systems, and web design and programming. Must pass employer-required background check.

## **Preferred Qualifications**

Bachelor's degree in business or information technology-related field.

Two years of progressive experience with PCs and servers, databases, and web technology.

Experience with IBM iSeries Servers

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## **Working Conditions**

Work is usually performed in a typical office environment although travel between multiple work places, including the wastewater treatment facility, is required. Spends extended periods of time sitting and moving about and performing a variety of physical movements such as crouching/kneeling, pushing/pulling, and lifting. Some work tasks are accomplished in cramped or confined spaces and at low heights within buildings. Some potential for exposure to electric shocks while working on computer hardware.