

**POSITION DESCRIPTION for
INFORMATION SERVICES TECHNICIAN
OFFICE OF INFORMATION SERVICES**

GENERAL STATEMENT OF DUTIES:

This is a technical position in the Office of Information Services. Work involves performing a variety of complex, technical, and administrative duties requiring a thorough knowledge of network computer operations. This position works under the direction of the Information Services Director.

ESSENTIAL JOB FUNCTIONS:

- Serve as the primary help desk contact.
- Assist with all functions of the local area network/wide area network.
- Provide software/hardware support.
- Attend operating system/hardware training as required.
- Coordinate user training.
- Communicate regularly with each Department contact regarding system issues and training
- Assess needs for system upgrades/enhancements.
- Assist with planning for future system growth/needs/enhancements.
- Perform regularly scheduled back ups and store data off site.
- Assist with further development of City Department's Web Sites, E-mail, and Internet.
- Maintain City GIS activities.
- Facilitate data sharing between departments and/or users.

OTHER JOB FUNCTIONS:

- Maintenance of software to minimize disruption to users, hardware upgrades and other system maintenance may need to be done off peak hours on evenings or weekends.

REQUIREMENTS OF THE WORK:

- Thorough knowledge of Microsoft Windows Network and PC Operating systems.
- Thorough knowledge of Microsoft Office Suite applications including Word, Excel, Access, PowerPoint, and Publisher.
- Working knowledge of Autocad and Arcview
- Ability to interact with users of varying skill levels and to provide appropriate training and assistance.
- Ability to provide direction/instruction both verbally and in written form to users.
- Ability to organize data and physical resources and effectively prioritize tasks.
- Ability to manage and maintain desktop and mobile data PCs.
- Ability to identify opportunities where technology solutions will solve problems or gain efficiencies.
- Ability to troubleshoot, repair and install computer components and peripherals.
- Ability to establish and maintain effective interpersonal relationships with employees, other departments, other cities, and the public.
- Knowledge of public safety procedures and routines

SPECIAL REQUIREMENTS:

- Must possess a valid Wisconsin Driver's license.
- Must possess a Bachelor's degree at an accredited college or university or the equivalent experience, skills and abilities relevant to the position description.
- Must pass a thorough background check.
- Must not be disqualified from accessing criminal justice databases (CIB, DOT, FBI, III).
- Must maintain confidentiality regarding work performed due to sensitive nature of work related to public safety and the security of City information systems and infrastructure.

WORK CONDITIONS AND PHYSICAL REQUIREMENTS:

Majority of the work is spent inspecting, installing, and maintaining the area network/wide area network. The remainder of the time is spent in a normal office setting. The employee must be able to travel to equipment locations throughout the city. In order to access equipment, the employee must occasionally climb ladders or crouch under desks. The employee frequently lifts and moves equipment weighing 25 pounds and occasionally up to 75 pounds. The employee must also be able to sit and operate computer equipment for extended periods of time.

APPROVED BY:

_____ Date _____