

**INFORMATION SYSTEMS TECHNICIAN**

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

**DEFINITION**

Under general supervision, performs, installs, modifies, and trouble-shoots hardware and software of a routine to complex nature for personal computers and networks; performs related work as assigned.

**SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from the Information Systems Manager.

**ESSENTIAL FUNCTION STATEMENTS**

*Essential responsibilities and duties may include, but are not limited to, the following:*

**Essential Functions:**

Gather and analyze information regarding departmental computer hardware, peripheral equipment and software requirements and installs or upgrades single PC or network systems to fulfill these needs; make routine hardware upgrade and repairs, refer other repair work to vendors.

Work with department staff to assess their needs and to develop word processing, spreadsheets, databases, Internet and other applications specific to their use.

Configure commercial software to meet specific defined needs; install software and instructs departmental staff in the use of such applications; provide liaison between software and hardware vendors and department user personnel for specialized applications.

Assist Information Systems Manager in all phases of division work, including the heavier labor tasks such as relocating pieces of equipment and the pick up and delivery of supplies.

Assist department staff in implementing new or upgraded programs and applications.

Troubleshoot hardware problems and correct or call appropriate service organizations.

Troubleshoot problems with telephone systems and generally provide support in this area.

Provide support for the surveillance camera systems, including hardware and software troubleshooting.

Confer with department management staff regarding assigned program areas.

Maintain records and prepare periodic and special reports of work performed.

Analyze, diagnose, and correct routine network problems.

Resolve routine user "how to" problems with hardware and software, either in person, phone, or e-mail.

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**Marginal/Non-essential Functions:**

Performs related duties as required.

**QUALIFICATIONS**

**Knowledge of:**

Personal computer hardware and operating systems.

Computer networks hardware, cabling principles, network operating systems, and principles of network architecture.

Basics of Internet functioning and architecture.

Standard PC applications including database, word processing, spreadsheets, Web browsers, and similar computer software.

Policies, procedures, concepts and terminology related to the work of the department to which assigned.

Job planning, prioritizing and scheduling techniques.

**Ability to:**

Troubleshoot PC hardware and software problems and make modifications and repairs, telephone systems, and surveillance camera systems.

Prepare clear and concise program documentation, user procedures, reports of work performed, and other written materials.

Provide guidance and technical support to PC users either in person, or by phone.

Instruct departmental staff in the operation of computer applications, including explaining system concepts to non-technical users.

Make sound independent decisions within established guidelines.

Establish and maintain effective working relationships with those encountered in the course of the work.

Relocate a variety of equipment and supplies.

Maintain physical and mental capacities appropriate to the performance of assigned duties and responsibilities.

**Special Requirements:**

May be required to perform work outside of normal business hours.

**Experience and Training Guidelines:**

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*Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

**Experience:**

One year experience in developing computer applications similar to those described above.

**Training:**

Equivalent to a Bachelors Degree from an accredited college or university with major coursework in computer science or related field. Additional experience may substitute for some of the training.

**License:**

Possess and maintain a valid California driver's license.

**PHYSICAL DEMANDS**

Sitting:	Frequently	Lifting:	
Standing:	Occasionally	up to 10 lbs:	Occasionally
Walking:	Occasionally	11 to 25 lbs:	Occasionally
Bending:	Occasionally	26 to 50 lbs:	Occasionally
Crouching:	Occasionally	51 to 75 lbs:	Never
Stooping:	Occasionally	76 to 100 lbs:	Never
Kneeling:	Never	100 + lbs:	Never
Crawling:	Never	Carrying:	
Climbing:	Never	up to 10 lbs:	Occasionally
Balancing:	Never	11 to 25 lbs:	Occasionally
Running:	Never	26 to 50 lbs:	Occasionally
Twisting:	Occasionally	51 to 75 lbs:	Never
Turning:	Occasionally	76 to 100 lbs:	Never
Jumping:	Never	100 + lbs:	Never

Pushing/Pulling:	
up to 10 lbs:	Occasionally
11 to 25 lbs:	Occasionally
26 to 50 lbs:	Occasionally
51 to 75 lbs:	Never
76 to 100 lbs:	Never
100 + lbs:	Never

Grasping – firm:	Occasionally
Finger dexterity:	Occasionally to Frequently
Reaching forward:	Occasionally
Reaching overhead:	Occasionally
Pinch grasp:	Occasionally
Grasp – light:	Occasionally

Coordination -	Eye-hand:	Frequently
	Eye-hand-foot:	Never

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		Driving:	Occasionally
Talking	-	Face-to-face:	Occasionally
		Verbal contact:	Occasionally
		Public:	Occasionally
Vision	-	Acuity far:	Required
		Acuity, near:	Required
		Depth perception:	Required
		Field of vision:	Required
		Accommodation:	Required
		Color vision:	Required
Hearing	-	Conversation:	Occasionally
		Telephone:	Occasionally
		Earplugs:	Never

**MENTAL REQUIREMENTS**

Abstract variables, Interpret instructions, Problems-standard, Reading-simple, Reading-complex, Writing-simple, Writing-complex, Math skills-simple, Math skills-complex, Spatial, Form, Clerical, Coordination, Analyzing, Compiling, Computing, Copying, Comparing, Mentoring, Negotiating, Instructing, Supervising, Diverting, Persuading, Speaking-signaling, Serving, Taking instructions-helping, Precision Working, Operating-controlling, Driving-operation, Manipulation, Tending, Handling, Comprehend/follow instructions, Perform simple-repetitive tasks, Maintain work pace, Relate to other people, Influence other people, Perform varied-complex tasks, Generalizations/evaluations, Responsibility for direction.

**WORK ENVIRONMENT**

Exposure to: Indoors, Outdoors, Slippery/uneven surfaces, Using computer/computer monitor screen, Works around others, Works alone, Works with others.

Rev 6/2008