

CITY OF COLLEGE PARK, MARYLAND

CLASS SPECIFICATION

CLASS TITLE: INFORMATION SYSTEMS TECHNICIAN I

FLSA Status: Nonexempt

GENERAL CLASS DESCRIPTION: Positions in this classification perform a variety of computer and/or information systems support functions for an assigned or various departments. Duties include assisting users with hardware and software problems, providing user training, developing and executing program queries and reports, installing hardware and software. Reports to a department supervisor or the Information Systems Manager.

ESSENTIAL JOB FUNCTIONS:

The following duties are typical for this classification. Not all the listed duties may be required and other duties may be required or assigned.

- Provides support to department or citywide programs by maintaining the information systems. Provides hardware and software support to varied automated systems, which include personal computers, ticket issuing computers and/or network computers.
- Provides programming for ticket issuing computer system; and/or develops reports that extract information from a program database.
- Assists office staff and portable ticket issuing users by training them in using system hardware and software; and responds to questions regarding system use. Installs hardware and software. Assists with troubleshooting and resolving information system problems.
- Orders and maintains inventory of computer supplies such as toner, diskettes, tapes, cables etc.
- Provides administrative and clerical support by preparing documents using word processing program. Generates reports for use by department staff.
- Performs back up on computer data files and ensures database integrity and security.
- Performs miscellaneous support functions for department to include issuing permits and taking payments, etc.

KNOWLEDGES, SKILLS AND ABILITIES REQUIRED TO PERFORM ESSENTIAL FUNCTIONS.

Technical Knowledge:

- General knowledge of the principles, practices and methods for installing computer hardware and software; and of applications used in normal departmental operations.
- General knowledge of troubleshooting and resolving hardware and software problems; and for programming and generating requested reports.
- General knowledge of assigned department's activities for the purpose of applying program goals and anticipating user needs in the provision of software and hardware support.

INFORMATION SYSTEMS TECHNICIAN I

Physical Requirements:

- Ability to operate a variety of automated equipment.
- Ability to lift, stoop, pull and push in order to install computer hardware.

Language Ability & Interpersonal Communications:

- Ability to read, apply, interpret and explain hardware and software manuals and operating books.
- Ability to prepare requested reports, user documentation, and related program information.
- Ability to communicate with public in normal course of departmental operations.
- Ability to provide courteous service to department personnel in the provision of technical support.
- Ability to read and follow oral and written instructions.

Environmental Adaptability

- Work is performed in an office environment.

ACCEPTABLE TRAINING AND EXPERIENCE:

Graduation from high school with additional vocational or college course work pertaining to information systems hardware and software. Requires 1 - 2 years of working with computers or information systems, troubleshooting problems and installing hardware and software; or any equivalent combination of training and experience that provides the required knowledge, skills and abilities.

College Park is an Equal Opportunity Employer. In compliance with the American with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.