

CITY OF CORAL SPRINGS Classification Description

CLASSIFICATION TITLE: Information Services Technician
FUNCTIONAL AREA: Information Services Department

WORK OBJECTIVE:

This is technical work supporting the operation, maintenance and installation of information processing equipment, software, applications and procedures.

An employee in this class tests and evaluates information processing equipment and procedures and resolves problems with equipment. Duties include data analysis, report generation, and problem solving. Independent analysis and work decisions are made on technical matters. This class supports any or all departmental automation efforts, including LAN, WEB development, graphics software and GIS functions as related to departmental projects and requirements.

Assignments are made orally or in writing and work is reviewed through observation of results obtained, conferences and periodic reports or evaluations.

ESSENTIAL FUNCTIONS:

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

- Acts as user contact point for reporting problems, analyzes and makes preliminary determinations regarding network related problems, applications or software problems, and guides users through corrective action steps.
- May assist with developing and providing training programs to user personnel in the proper use of equipment, software and procedures.
- Prepares equipment for operation; initializes disks, configures systems and loads software; performs specialized operations such as system recoveries, system backup and assignment of passwords and other protection features.
- Installs and configures operating systems on computers.
- Configures, maintains and troubleshoots telephone systems and other communication systems.
- Advises management on applications to assist department operations.

MINIMUM QUALIFICATIONS:

Education / Certifications / Experience –

Associate's Degree in Computer Science or closely related field; supplemented by three (3) to five (5) years responsible full time experience troubleshooting and maintaining micro-computer software, hardware and/or network systems; or an equivalent combination of education, training, and experience.

Information Service Technician

Knowledge, Skills, & Abilities –

Knowledge of office automation, data processing and word processing equipment, practices and procedures.

Knowledge of information network or operating systems troubleshooting and maintenance procedures.

Knowledge of modern office practices, procedures and equipment.

Ability to operate office information equipment and communicate accurately in written and verbal form.

Ability to utilize application software and utilities to perform analyses, generate reports, sort and categorize data, etc.

Ability to keep and monitor detailed records, prepare reports, conduct tests, analyze test results and take proper corrective steps.

Knowledge of office automation, data processing and word processing equipment, practices, and procedures.

Knowledge of computer operations and the concepts of operating systems, utilities, and application software.

Knowledge of information network or operating systems troubleshooting and maintenance procedures.

Skill in hardware/software diagnostic procedures.

Skill in verbal and written communication, personnel interaction, and interpretation of poorly defined information.

Ability to train users in technical support procedures.

Ability to troubleshoot and resolve routine software, hardware and network problems.

PHYSICAL REQUIREMENTS:

Tasks involve the intermittent performance of physically demanding work, typically involving some combination of reaching, bending, stooping, kneeling, or crouching, and that may involve the lifting, carrying, pushing, and/or pulling of moderately heavy objects and materials (20-50 pounds).

ENVIRONMENTAL REQUIREMENTS:

Some tasks include working around moving parts, light to moderate weight motor equipment, and materials handling where physical risks are predictable and/or controllable by observance of standard safety precautions.

The City of Coral Springs is an Equal Opportunity Employer. In compliance with Equal Employment Opportunity guidelines and the Americans with Disabilities Act, the City of Coral Springs provides reasonable accommodation to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.