



City of Newark, California

Class Code: 056  
WP Code: Istech  
Established: 8/99  
Revised: \_\_\_\_\_  
EEO Code: T

## CLASS SPECIFICATION

### INFORMATION SYSTEMS TECHNICIAN

Nature of Work: Under general supervision provides technical assistance including network maintenance, setup, operation, and control of microcomputer hardware and software, and telecommunications activities.

Class Characteristics: Following specific guidelines and applying technical standards, incumbents support departmental operations such as Local Area Networks (LAN), Wide Area Networks (WAN), microcomputer hardware and software, and telecommunications equipment including telephone and voice mail systems. Performance is reviewed regularly, however, the incumbent is expected to work independently utilizing sound judgment. This class is distinguished from the Administrative Analyst in that the latter has a higher degree of independence and a broader scope of responsibilities involving complex analytical assignments and/or responsibility for project and program management activities.

Essential Duties:

Sets up microcomputer hardware, software and peripheral components such as personal computers, monitors, keyboards, and printers.

Installs approved and licensed software packages such as operating systems, word processing, spreadsheet, and database applications.

Maintains and troubleshoots telephone and voicemail system equipment.

Responds to inquires concerning systems /network operations and telecommunication systems and diagnoses system hardware, software, and operator problems.

Performs troubleshooting to isolate and diagnose common systems/network problems.

Recommends or performs minor computer hardware repairs to correct problems.

Instructs users in the use of equipment and basic software.

Coordinates the activities of outside information systems consultants

Sets up and maintains basic network operating equipment, including network hardware, and provides assistance to the Information Systems Analyst.

# INFORMATION SYSTEMS TECHNICIAN

## QUALIFICATIONS

### Knowledge, Skills, and Abilities:

#### Knowledge:

- Considerable knowledge of principles and operation of microcomputers.
- Considerable knowledge of the principles and operation of network systems.
- Basic knowledge of telephone and voice mail systems

#### Skills and Abilities:

- Ability to install and maintain highly technical and complex software programs.
- Ability to read and interpret complex technical publications, manuals, and related documents.
- Ability to install and troubleshoot PC systems and to direct appropriate employee training in the use of microcomputer software.
- Ability to establish and maintain effective working relationships with employees, city officials, contractors and the general public.
- Skill in communicating effectively both orally and in writing in order to present written and oral reports.

#### Experience and Training:

Any combination of education and experience which demonstrates knowledge and competency in requisite knowledge, skills, and abilities. A typical qualifying background would be graduation from high school, or equivalent supplemented by one year of relevant work experience with microcomputer hardware and software, local area networks, wide area networks, Windows 3.1, 95, 98 and NT, DOS, and UNIX operating systems. Completion of relevant college course work is highly desirable.

#### Special Requirement:

Possession of a valid California Class C Driver's License and a satisfactory driving record.

Work is performed mostly in office settings. Hand-eye coordination is necessary to operate computers and various pieces of office equipment. While performing the duties of this job, the employee is occasionally required to stand; walk; use hands to finger, handle, feel or operate objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to sit; climb or balance; stoop, kneel, crouch, or crawl; talk or hear. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

**Probationary Period: Six (6) Months**

**FLSA: Non-Exempt**