

Senior Computer Services Technician Class Description

Definition

Under direction, performs advanced-level duties and implements and supports the activities and operations related to the City's electronic information systems; installs and supports computer operating system and applications software. Responsibilities include coordination, research, training, analysis, and administration for City's support services related to enterprise and departmental software and procedures and the associated programming requirements; and provides training on software and operating system use and performs other related information application work as required. The position assists with the administration of the City's servers and networks.

Distinguishing Characteristics

This classification is distinguished from the Computer Services Technician through its high-level business application systems experience and technical functions. It is distinguished from the Information Systems Administrator in that the latter focuses primarily on installing and supporting multi-user server computer systems and more complex multi-user software. Provides lead direction to assigned lower level technical staff. Incumbent receives supervision from the Senior Information System Administration and Information Technology Manager.

Typical and Important Duties

Duties may include, but are not limited to, the following:

1. Manages and administers the City's single-user computers, including installation and maintenance of operating system and applications software.
2. Assists in the implementation of database systems, business application systems, and web based applications as information technology support for City departments.
3. Performs Internet and Intranet web design and maintenance duties and maintains proficiency with current commercial Web server environments.
4. Handles junior level server configurations and management and assist with tracking licenses and software.
5. Acts as a liaison between all City employees and departmental staff to define technical and operational requirements. Trains City staff in a variety of applications, addressing adult learner needs and concerns.
6. Installs, upgrades, and repairs equipment and software, interface single-user computers to related peripheral equipment including printers and other network devices.
7. Resolves complex problems with single-user computers, printers, servers, software, peripherals, and other related equipment. Troubleshoots and maintains servers as appropriate.
8. Identifies opportunities for service delivery improvements; analyzes and evaluates techniques for the implementation of new computer applications, hardware, and peripheral equipment.

9. Coordinates a variety of multi-user and multi-department projects involving vendors and employees; schedules, coordinates, and facilitates meetings; provides project status reports; and ensures project deadlines are met.
10. Participates on project teams to ensure successful implementation of new systems or upgrades to existing systems.
11. Performs other related duties and responsibilities as assigned.

Job-related Qualifications

Knowledge of:

- Current technology and implementation techniques of single-user computer systems; Microsoft Windows, Intel-based personal computer hardware.
- A variety of simple to complex software, including business software and Microsoft Office Suites.
- Equipment used in the installation, maintenance, testing and repair of desktop computers.
- Database development and management.
- Current technology in the areas of microcomputer hardware and software.

Ability to:

- Effectively install and support all aspects of contemporary single-user computers.
- Maintain, troubleshoot, and adjust servers.
- Systematically document procedures and processes relating to specialized and routine tasks and write technical documentation in a clear and concise manner.
- Perform and meet deadlines under a demanding, multi-task environment.
- Analyze trends in technology and take initiative in advancing technical expertise to keep up with the constantly changing computer field.
- Provide instruction and training to City staff; principles and concepts of adult learning.
- Act as the technical lead and provide technical training and mentoring to City staff.
- Manage multi-departmental projects, including coordinating and leading meetings and producing project status reports.
- Communicate clearly both orally and in writing; work independently and make sound judgments.
- Interact tactfully and effectively with City employees and others.
- Provide technical advice and consultation to ensure efficient computer utilization.
- Stay current with new technological developments.
- Establish priorities; respond to deadlines and time restrictions.
- Acquire a thorough knowledge of applicable City policies.
- Communicate effectively in writing, orally, and with others to assimilate, understand, and convey information, in a manner consistent with job functions.
- Create and prepare a variety of written procedures and policies.
- Represent the City and the department effectively in contacts with representatives of other agencies, City departments, and the public.
- Work with vendors to ensure that delivery and service meet customer needs.
- Establish and maintain cooperative relationships with those contacted in the course of the work, such as with employees, labor unions, officials, contractors, and the public.

- Take a proactive approach to customer service issues.
- Work in a safe manner, modeling correct City safety practices and procedures; recognize, correct, and report safety hazards.
- Maintain confidentiality regarding sensitive information.

Skill in:

- Entering data into standard computer format with speed and accuracy sufficient to perform assigned work.
- Rapid note taking and accurate transcription of own notes.

Experience and Education

Any combination of experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:

Experience: Three years of progressively more responsible municipal experience in business application; managing, backing up, and creating relational databases; end-user support; installing, configuring, troubleshooting, and repairing single-user desktop computer systems and network equipment. Experience working in a public agency environment which includes Fire and Police Departments is desirable.

Training: An associate's degree from an accredited college with major coursework in computer science, electronics technology, or related field. Bachelor's degree in Computer Information Systems is desirable.

License and Certificate

All licenses and certificates must be maintained as a condition of employment.

- Possession of, or ability to obtain, a valid, appropriate California driver's license and a satisfactory driving record.
- Microsoft Certified Professional (MCP).

Special Requirements

Essential duties require the following physical skills and work environment

Physical Skills: Able to use standard office equipment, including a computer; sit, stand, walk, kneel, crouch, stoop, squat, crawl, twist, and climb; lift and carry 50 pounds; distinguish among various colors; distinguish various computer generated auditory signals; use common hand tools; vision to read printed materials and a computer screen; hearing and speech to communicate in person, over the telephone, and to provide training and make public presentations.

Work Environment: Mobility to work in a typical office environment and/or field setting; exposure to confining workspace and electrical hazards.

Ability to: Travel to different sites and locations; drive safely to different sites and locations; maintain a safe driving record; maintain a clean and neat appearance; work protracted and irregular hours; respond to a pager; take 24-hour on-call and stand-by; attend evening meetings.

Approved: June 2016
Revised Date:
Former Titles:
Abolished:
Bargaining Unit: Teamsters/Confidential
ADA Review: June 2016
DOT:
Physical:
Status: Classified/Non-exempt
EEOC Category: EF1\EJ3
Job Code: O

ADA Documentation of Essential Duties

1. SDE
2. SDE
3. SDE
4. SDE
5. SDE
6. MWE
7. MDE
8. MAE
9. MAE
10. MDE
11. MME