

<b>CITY OF CEDAR RAPIDS POSITION PROFILE</b>	<b>JOB CODE #/TITLE:</b> NB404 Systems Support Technician I
<b>POSITION #/TITLE:</b> 2499, 2509, 2510, 2511, 2512 Systems Support Technician I	<b>Adopted:</b> 02-08
	<b>Revised:</b> 04-11

<b>POSITION DESCRIPTION</b>
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<b>Dept:</b> Information Technology	<b>Manager Level:</b> Non-Manager
<b>Salary Plan/Description:</b> NBU/Non-Bargaining Unit	<b>Salary Grade:</b> 07
<b>Reports To Position #/Job Code #/JC Title:</b> 2489/NB389/Customer Relationship Manager	<b>Dotted-line Reports To Position #/Job Code #/JC Title:</b>
<b>FLSA Status:</b> Non-Exempt	<b>City Overtime Status (Employee Type):</b> Non-Exempt (Exception Hourly)
<b>Physical Demand Rating:</b> Medium	<b>Work Environment:</b> Controlled
<b>Pre-employment Testing:</b> Drug and health screening after contingent offer.	<b>Position Testing:</b> Job fit assessment
<b>Personal Protective Equipment:</b> None	

<b>General Statement of Duties</b>
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Provides entry-level support and maintenance of computer hardware and software to various departments/divisions for the Information Technology Division.

<b>Distinguishing Features of the Class</b>
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Some leeway is granted for the exercise of independent judgement and initiative.

<b>Examples of Essential Work (Illustrative Only)</b>
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Performs hardware repair & maintenance of computer systems;  
Performs preventive maintenance on computer systems and troubleshoots all problem areas associated with software applications and computer operations;  
Answers IT Service Desk line to assist customers;  
Monitors system performance and storage capacity;  
Installs and maintains system hardware and software such as workstations, printers, faxes and other control systems;  
Writes simple routines for system procedures, such as system start-up, shut-down, back-up and recovery;  
Develops database inquiries, reports and other software applications as needed for the support of specialized computer applications;  
Maintains all appropriate records on departmental computer operations and maintenance schedules;  
Trains and assists other employees in the use of the various computer applications and troubleshoots operational problems as requested;  
Assists with system generations, peripheral device installation and configuration generations, node or network address definitions;  
Performs all work duties and activities in accordance with City policies, procedures and safety practices;  
Attends work regularly at the designated place and time;  
Supports continuous process improvement initiatives;  
Performs related work as required.

### **Required Knowledge and Abilities**

Some knowledge of software, hardware and computer operating systems (specifically Microsoft Windows XP Workstation and Microsoft Office Professional);  
Some knowledge of the functions and operations of the Information Technology Division;  
Ability to train others in the use of computer operations and software applications;  
Ability to install new computers, hardware and software;  
Ability to recognize departmental/division needs and design automated data systems;  
Ability to analyze problems and organize their component parts into logical steps;  
Ability to communicate effectively and maintain working relationships with other City employees, supervisory personnel, business and community groups and the public;  
Ability to work cooperatively and to maintain effective working relationships to accomplish job responsibilities;  
Ability to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;  
Ingenuity and inventiveness in the performance of assigned tasks.

### **Acceptable Experience and Training**

Graduation from an accredited college or university with an Associate's Degree in Information Services, Computer Science or a closely related field; and  
Some experience working with computer software, hardware and operations systems; or  
Any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the work.

### **Required Special Qualifications**

Valid Iowa Driver's License.  
Certification in CompTia A+ or ability to obtain within 6 months of hire date.  
Required to obtain Iowa NCIC certification based on work assignment.

### **Essential Physical Abilities**

Requires the following, with or without reasonable accommodation:  
Clarity of speech and hearing which permits the employee to communicate effectively;  
Sufficient vision which permits the employee to operate equipment and tools;  
Sufficient manual dexterity which permits the employee to operate equipment;  
Sufficient personal mobility which permits the employee to visit various and other work stations in the City.