

|  |   |
|--|---|
| <b>CITY OF CEDAR RAPIDS<br/>POSITION PROFILE</b>                                       | <b>JOB CODE #/TITLE:</b> NB403<br>Systems Support Technician II |
| <b>POSITION #/TITLE:</b> 2499, 2509, 2510, 2511, 2512<br>Systems Support Technician II | <b>Adopted:</b> 02-08   |
|  | <b>Revised:</b> 04-11   |

|                             |
|-----------------------------|
| <b>POSITION DESCRIPTION</b> |
|-----------------------------|

|   |   |
|---|---|
| <b>Dept:</b> Information Technology   | <b>Manager Level:</b> Non-Manager   |
| <b>Salary Plan/Description:</b><br>NBU/Non-Bargaining Unit                                    | <b>Salary Grade:</b> 09   |
| <b>Reports To Position #/Job Code #/JC Title:</b><br>2489/NB389/Customer Relationship Manager | <b>Dotted-line Reports To Position #/Job Code #/JC Title:</b>                 |
| <b>FLSA Status:</b><br>Non-Exempt   | <b>City Overtime Status (Employee Type):</b><br>Non-Exempt (Exception Hourly) |
| <b>Physical Demand Rating:</b> Light  | <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> |
|------------------------------------|

Provides intermediate to advanced-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> |
|---|

Some leeway is granted for the exercise of independent judgment and initiative. The System Support Technician II classification is distinguished from the System Support Technician I by a complexity of assignments and knowledge of system support principals.

|   |
|---|
| <b>Examples of Essential Work (Illustrative Only)</b> |
|---|

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;  
Monitors system performance and storage capacity;  
Acts as lead on assigned technical support areas;  
Answers IT ServiceDesk line to assist customers;  
Installs and maintains system hardware and software such as workstations, printers, faxes and other control systems;  
Writes 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**

Good knowledge of software, hardware and computer operating systems (specifically Microsoft Windows XP Workstation and Microsoft Office Professional);  
Good 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  
Considerable 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+ , Network+ and Security+ desirable.  
Project Management Training desirable.  
ITIL Certification desirable.  
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.