

CITY OF CEDAR RAPIDS POSITION PROFILE	JOB CODE #/TITLE: NB402 Systems Support Technician III
POSITION #/TITLE: 2499, 2509, 2510, 2511, 2512 Systems Support Technician III	Adopted: 02-08
	Revised: 04-11

POSITION DESCRIPTION

Dept: Information Technology	Manager Level: Non-Manager
Salary Plan/Description: NBU/Non-Bargaining Unit	Salary Grade: 11
Reports To Position #/Job Code #/JC Title: 2489/NB389/Customer Relationship Manager	Dotted-line Reports To Position #/Job Code #/JC Title:
FLSA Status: Exempt	City Overtime Status (Employee Type): Exempt (Salaried)
Physical Demand Rating: Light	Work Environment: Controlled
Pre-employment Testing: Drug and health screening after contingent offer.	Position Testing: Job fit assessment
Personal Protective Equipment: None	

General Statement of Duties

Provides advanced-level support and maintenance of computer hardware and software to various departments/divisions for the Information Technology Division.

Distinguishing Features of the Class

Considerable leeway is granted for the exercise of independent judgment and initiative. The System Support Technician III classification is distinguished from the System Support Technician I and II by complexity of assignments and knowledge of system support principals. This classification may perform lead responsibilities as assigned to other System Support Technicians.

Examples of Essential Work (Illustrative Only)

Performs preventive maintenance on computer systems and troubleshoots all problem areas associated with software applications and computer operations;
Monitors system performance and storage capacity;
Technical lead on desktop support;
Coordinates assigned interdepartmental, department and divisional projects;
Acts as lead System Support Technician on projects assigned by the Customer Relationship Manager;
Installs and maintains system hardware and software such as workstations, printers, faxes and other control systems;
Writes complex routines for system procedures, such as system start-up, shut-down, back-up and recovery;
Answers IT ServiceDesk line to assist customers;
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;
Researches trends and innovations in desktop operations and makes recommendations to the Information Technology Customer Relationship Manager;
Coordinates and ensures the accurate and timely communication between the IT Department and other city departments and personnel including emergency maintenance/outage, and scheduled maintenance;
Oversees Intern Program within the CRM Division;

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

Considerable knowledge of software, hardware and computer operating systems Considerable 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 carry a pager to respond to after-hours emergency calls;
Ability to coordinate projects;
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 Bachelor's Degree in Information Services, Computer Science or a closely related field; and
Considerable experience working with computer software, hardware and operations systems; and
Some supervisory or project lead experience preferred; and
Some experience in project management; 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+ or Security+ desirable.
ITIL Certification.
Completion of Project Management courses with a considerable understanding of concepts and techniques.
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.