

<b>CITY OF CEDAR RAPIDS POSITION PROFILE</b>	<b>JOB CODE #/TITLE:</b> NB400 Systems Technician Specialist
<b>POSITION #/TITLE:</b> 2508 Systems Technician Specialist	<b>Adopted:</b> 02-08
	<b>Revised:</b> 07-16

<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> 12
<b>Reports To Position #/Job Code #/JC Title:</b> 2486/NB386/Customer Support Manager	<b>Dotted-line Reports To Position #/Job Code #/JC Title:</b>
<b>FLSA Status:</b> Exempt	<b>City Overtime Status (Employee Type):</b> Exempt (Salaried)
<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>
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Provides advanced-level support and maintenance of computer hardware and software to various departments/divisions for the Information Technology Customer Support Division. Coordinates the maintenance of the City's computer systems to maintain availability of service.

<b>Distinguishing Features of the Class</b>
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Considerable leeway is granted for the exercise of independent judgement and initiative. This classification is distinguished from the System Support Technician classifications by the overall knowledge of computer systems and advanced levels of repair and maintenance. Lead responsibilities may be exercised over the work of employees in the classifications of System Support Technicians.

<b>Examples of Essential Work (Illustrative Only)</b>
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Coordinates the maintenance of the City's computer systems;  
Tests, evaluates and recommends computer system related equipment to Information Technology Customer Support;  
Configures and installs computer hardware and software as well as performs maintenance;  
Recommends areas of computer systems that need upgraded equipment;  
Recommends policies, procedures, and protocols to support the computer systems operation;  
Researches trends and innovations in computer systems and makes recommendations to the Information Technology Customer Support Manager;  
Participates in the establishment of goals and objectives for computer systems administration;  
Performs preventive maintenance on computer systems and troubleshoots all problem areas associated with software applications and computer operations;  
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;  
Acts as lead on Mobility Device Management;  
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;  
Acts as lead to Systems Support Technician on projects or programs assigned by the Customer Support Manager;  
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**

Thorough knowledge of software, hardware and computer operating systems (specifically Microsoft Windows 10 Workstation and Microsoft Office Professional);  
Thorough knowledge of phone systems;  
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 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 respond to after-hours emergency calls;  
Ability to use diagnostic tools and equipment to maintain and repair computer systems;  
Ability to prepare accurate and reliable reports containing findings, recommendations and conclusions on hardware/software;  
Ability to lead other Information Technology personnel in computer system projects;  
Ability to train others in the use of computer operations and software applications;  
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 a Bachelor's Degree in Computer Science or a closely related field; and  
Considerable experience working with computer software, hardware and operations systems related to network administration; 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 Network+.  
Dell Computer Certification  
May be required to obtain Iowa NCIC certification based on work assignment.

### **Essential Physical Abilities**

Requires the following, with or without reasonable accommodation:

Sufficient clarity of speech and hearing, which permits the employee to communicate effectively;

Sufficient vision, which permits the employee to prepare detailed printing materials, and to read a wide variety of materials;

Sufficient manual dexterity, which permits the employee to operate a computer keyboard and other computer related equipment;

Sufficient personal mobility, which permits the employee to work in a general office environment and visit other work sites in the City.