

**JOB DESCRIPTION
CITY OF SPRINGFIELD**

**HUMAN RESOURCES DEPARTMENT
EMPLOYMENT AND
COMPENSATION DIVISION**

Job Title	<u>Senior Computer Technician</u>
Sch & Grade	<u>PAT-7</u>
Class Code	<u>CI02</u>
FLSA Status	<u>Non-exempt</u>
Bargain Unit Elig.	<u>Not eligible</u>
Occupational Series	<u>Computer Technical</u>

PRIMARY PURPOSE:

Responsible for coordination of activities of the computer support function of Information Systems and to provide routine, appropriate network maintenance and backup support. Ensures high quality, timely services to City employees in their use of computer hardware, software, and the network.

SUPERVISION:

Under the general supervision of the Director of Information Systems and direct supervision of assigned divisional lead.

DESCRIPTION OF WORK:

ESSENTIAL FUNCTIONS:

1. Performs daily administration of computer maintenance services including, hardware/software and network installation, reconfigurations, troubleshooting, repair, application training or assistance, general computer advice, computer procurement, etc.
2. Analyzes users' requests and identifies individual and departmental needs, including recommending appropriate action to be taken including making technical decisions.
3. Coordinates the resolution of hardware, software system and network problems including contacting support or repair personnel when required.
4. Performs network troubleshooting to assure that hardware and software resources are functioning in a stable manner.
5. Serves as a liaison between Information Systems and City employees to improve customer service and relations.
6. Supervises and allocates support resources to provide high quality and timely response to employee computer support requests.
7. Maintains organized, efficient, and timely records; produces management summary reports for support activities.
8. Maintains network server room, computer workroom, work areas, and computer storage areas in a neat, organized fashion.
9. Coordinates processes to receive computer items purchased for delivery or as inventoried; maintains accurate receiving records of all computer items purchased.
10. Trains and assists individuals in use of specific computer hardware, software, and networking systems.
11. Maintains and provides programming support for the City's networked printers.

IMPORTANT FUNCTIONS:

1. Performs minor office administration tasks such as copying, filing, faxing, etc.
2. Delivers and picks up computer equipment and supplies from off-site locations.
3. Travels to various City departments located throughout the city to provide computer support, as assigned.

Performs related work as required.

QUALIFICATIONS REQUIRED:

Any combination of education, training, and experience providing the following knowledge, skills, and abilities:

Knowledge

Microcomputer hardware architecture and functions such as printing, spreadsheets, databases, word processors, graphics, and local area networks.

Abilities

Determine users' computer needs and generate clear, concise reports; train and assist employees in learning various computer uses and functions; follow oral and written instructions; balance priorities effectively; communicate effectively both verbally and in writing; effectively and courteously interface and communicate with employees at all organizational levels and the general public; present an overall professional image; effectively welcome and embrace differences among employees and citizens; perform effectively as a member of the team in carrying out the City's stated mission and philosophy; perform the essential functions of the job without posing a direct threat to the health and safety of others.

Experience, Education, and Training

Graduation from an accredited college or university with a four year degree in Computer Science, Computer Information Systems, or related field and two years experience in the field of Information Systems, or graduation from an accredited college or university with a two year degree in Computer Science, Computer Information Systems, or related field and four years experience in the field of Information Systems.

Physical Requirements

Performs bending, squatting, kneeling, and reaching; lifts, carries, pushes and pulls up to 40 pounds; must be able to hold and grip objects; must be able to operate a computer keyboard and/or mouse; may be subject to sitting for long periods of time.

Working Environment

Primarily indoors with heating and cooling regulated in a general office environment. May be subjected to extreme weather conditions when traveling to remote City locations to provide support or pick-up/deliver computer equipment and supplies.

Licensing/Certification

If operating a motor vehicle during the course of performing job duties, must possess a valid Missouri Motor Vehicle Operator's License.

Miscellaneous Requirements

None required.

Last Revision:	February 16, 2012	GENERAL ORDINANCE NO. 4906
Comments:	Updated Abilities	Date: June 21, 1999

I have read the foregoing job description in its entirety and understand its contents. I can perform the essential functions outlined with or without reasonable accommodation under the Americans with Disabilities Act.

Signed: _____ **Date:** _____