CITY OF GRANTS PASS, OREGON
CLASS SPECIFICATION

**COMPUTER SERVICES
TECHNICIAN**

FLSA Status : Non-Exempt
Bargaining Unit : GPEA
Salary Grade : G35

CLASS SUMMARY:

The Computer Services Technician is a Technical Support – Information Technology Stand Alone class. Incumbents perform hardware and software installation, maintain equipment and solve internal customer problems. Incumbents troubleshoot and resolve equipment and application problems in consultation with other IT professionals, maintain the VoIP system, and provide network security.

General duties include training, drafting relevant policies, researching and recommending hardware and software purchases, and maintaining licensing and equipment records.

CORE COMPETENCIES:

- *Integrity/Accountability*: Conducts oneself in a manner that is ethical, trustworthy and professional; demonstrates transparency with honest, responsive communication; behaves in a manner that supports the needs of Council, the citizens and co-workers; and conducts oneself in manner that supports the vision and goals of the organization taking pride in being engaged in the community.

- *Vision*: Actively seeks to discover and create ways of doing things better using resources and skills in an imaginative and innovative manner; encourages others to find solutions and contributes, regardless of responsibilities, to achieve a common goal; and listens and is receptive to different ideas and opinions while solving problems.

- *Leadership/United*: Focuses on outstanding results of the betterment of the individual, the organization and the community; consistently seeks opportunities for coordination and collaboration, working together as a team; displays an ability to adjust as needed to accomplish the common goal and offers praise when a job is done well.

ESSENTIAL CLASS DUTIES: These duties are a representative sample; position assignments may vary.

- Administers software security programs, data back-ups and the disaster recovery process, and performs routine tasks of local area network and wide area network user security.

- Performs technical work involving the installation, configuration, modification and support of computer hardware, software applications and local area networks.

- Prioritizes and responds to help-desk requests supporting software, resolving user problems, and assisting users with operational questions and problems.

- Troubleshoots and resolves hardware and other operational problems working with vendors, contractors, and staff as necessary, researches, prioritizes and resolves network problems to minimize downtime, and administers network resources to optimize performance.

Employees of the City of Grants Pass uphold the values of
Integrity, Vision, Accountability, Leadership, United and Excellence in our service to our community.

- Supports the VoIP telecommunications system.

- Provides user education and training related to City applications.

- Creates and maintains system and procedural documentation, prepares periodic reports, and stays abreast of current trends and developments in the field of computer software programs and networked information systems.

- Performs other duties of a similar nature or level.

Training and Experience (positions in this class require):
An Associate's Degree in computer science or a related field and three years of IT support experience in a networked environment are required; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

A Bachelor's degree in an IT related field and recognized technical certificates in applications, operating systems, information systems or networking is preferred.

Licensing Requirements (positions in this class require):
- Oregon Driver's License – Class C
- Criminal Justice Information Systems (CJIS) certification within 60 days of hire

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Knowledge (positions in this class require):
Knowledge of:
- Information technology principles and practices;
- Applications and functions of computer hardware, software and configurations;
- Computer systems local area and wide area networks and security;
- Networking theory and system design of client/server based systems;
- Basic principles of database administration and system development;
- Simple to moderately complex scripting;
- Windows and Linux operating systems;
- Voice over Internet Protocol (VoIP);
- Operation of routers, switches and other network devices;
- Microsoft Office applications;
- Customer service techniques for dealing effectively with the public, vendors, contractors and staff in person, and via telephone and electronic mail and;
- Applicable Federal, State, and local laws, rules and regulations.

Skills (positions in this class require):
Skill in:
- Applying IT concepts and technologies;
- Analyzing requests and researching problems related to IT services;
- Managing software in a networked environment;
- Using software applications;
- Writing clearly and accurately;
- Preparing detailed and complete system and procedural documentation; and,

- Applying interpersonal skills to interaction with internal staff, supervisor, and consultants sufficient to exchange or convey information and to receive work direction.

Physical Requirements:

Positions in this class typically require: grasping, fingering, feeling, talking, hearing, seeing, repetitive motions, climbing, balancing, stooping, kneeling, crouching, crawling, reaching, standing, walking, pushing, pulling, and lifting.

Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

Incumbents may be subjected to moving mechanical parts, electrical currents, vibrations, fumes, odors, dusts, gases, poor ventilation, chemicals, oils, extreme temperatures, inadequate lighting, work space restrictions, intense noises, disruptive people, threatening environment, and travel.

Positions in this class require regular attendance and punctual employee presence. Incumbents may be required to work overtime.

Note:

The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department. When job duties and responsibilities change and develop, this job description will be reviewed and is subject to change based on business needs of the City.

The position requires successful completion of a full Public Safety background investigation.

Classification History:

Adopted by Council November 17, 2011, Resolution No. 5379
Revised August 15, 2016; June 22, 2018