City of
EDMONDS
Washington

Systems Support Technician

Department:	Administrative Services	**Pay Grade:**	NE 32
Bargaining Unit:	AFSCME	**FLSA Status:**	Non-Exempt
Revised Date:	May 18, 2021	**Reports To:**	Information Services Manager

POSITION PURPOSE: Under general direction of Information Services Manager, responsible for installation, maintenance, and support services related to the City's information services infrastructure, including software applications, systems software, and voice systems communication equipment. Installs, configures, administers, and provides support for applications as well as basic level user support, technical assistance, and training in the use of the computer systems, equipment, and software; diagnoses problems and determines appropriate action.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:

The following duties **ARE NOT** *intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

Provides first line computer problem solving and technical support for the use of City-wide information system programs by providing customer service, technical assistance, and training to City staff on PC hardware, operating systems, and software. Install and/or upgrades systems, servers, and application software including operating system. Tasks include troubleshooting and correcting hardware and software problems, installation and/or movement of: PC's and peripheral equipment, standard software, and operating systems (including PCs, printers, LAN, and network equipment), install image management.

- Tracks calls for assistance and performs testing and evaluations on server, storage and PC hardware and software applications.
- Troubleshooting problems with workstations, applications and desktop computer systems and peripheral devices; makes needed repairs, adjustments, and replacements.
- Performs configuration and imaging of systems; administers, configures changes and performs upgrades to applications and operating systems.
- Install and configure new systems and upgrades of hardware and software; serves as internal helpdesk for users.
- Ensures latest OS and application patches are tested and deployed
- Installs and administers client & server applications and trains users and provides customer service, technical assistance and training to the City Staff on the PC hardware, operating systems, and application software.
- Administers Active Directory groups, users and polices to ensure efficient and secure network object utilization
- Assists individuals with core application needs such as: office productivity applications (Word, EXCEL, PowerPoint, etc.), GIS data & maps, databases, the internet, website maintenance, graphics, file recovery, telephones, and related uses.

JOB DESCRIPTION
Systems Support Technician

- Troubleshoots and corrects hardware and software problems including printers, modems, servers, PC's, standard software, operating systems, LAN, and network equipment.
- Works with other IT staff to solve problems in advance and installs or moves PC's and peripheral equipment.
- Performs or assists in periodic system maintenance including backup, security, disc space management, and system patch management
- Operates computer and office equipment as well as various audio/visual equipment for presentations and performs routine maintenance on City GIS data and websites; assists staff with design and changes to maps and on website operations.
- Provides support to the Department on matters as directed; also, may serve as staff on a variety of committees.
- Attends and participates in professional group meetings; maintains awareness of new trends and developments in the fields related to area of assignment and incorporates new developments as assigned.
- Performs other duties as assigned.

Required Knowledge of:
- Must know Windows workstation and server operating systems.
- PC diagnostic software and virus checking software.
- Microsoft Office software applications: Outlook, Word, EXCEL, and PowerPoint.
- Operating System package deployment tools
- Scripting languages
- Must be comfortable with PC hardware, tablets, smartphones, printers, scanners, peripherals, telephones, and A/V equipment.
- Active Directory and group policy management.
- Providing technical support to users.
- Networking fundamentals such as: IP addressing, Ethernet, Fiber connections, switches, and routers

Required Skill in:
- Must have the ability to analyze problems, identify and provide clear solutions and communicate technical information to a wide variety of persons.
- Meeting schedules and timelines by planning and organizing work; prioritizing tasks and using time effectively.
- Working both independently and in a team setting.
- Interpersonal skills using tact, patience, and courtesy so as to establish and maintain effective working relationships with staff, management, vendors, outside agencies, community groups and the general public.
- Excellent oral and written communication skills to communicate effectively.
- Mechanical skills related to maintenance and setup of computers, networks, storage, telephony, and A/V equipment.

MINIMUM QUALIFICATIONS:

Education and Experience:
Degree in Information Technology, Computer Science or related field and two years of experience that includes work with database concepts, application programming, systems design, networking, PC troubleshooting, user support and Microsoft Office applications; an equivalent combination of education, training and experience that will allow the incumbent to successfully perform the essential functions of the position.

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Required Licenses or Certifications:
- Valid Washington State driver's license. Must have a clean driving record; any offer of employment conditional subject to proof of a current, clean driving record in compliance with the City's insurance guidelines.
- Must be able to pass a background check.

WORKING CONDITIONS:
- Indoor work environment.
- Constant interruptions.
- Driving a vehicle to conduct work.
- This position works a nonstandard work week. Hours and days are subject to determination at time of hire. Incumbents will be required to work some holiday, evening and/or weekend hours to respond to emergencies and/or to implement specific projects.

Physical Abilities:
- Hearing, speaking or otherwise communicating to exchange information and make presentations in person or on the phone.
- Seeing to read a variety of materials.
- Dexterity of hands and fingers to operate a computer keyboard and various tools.
- Sitting, standing, or otherwise remaining in a stationary position for extended periods of time.
- Bending at the waist, reaching overhead, above the shoulders and horizontally, stooping, kneeling, crouching, crawling, or otherwise positioning oneself to accomplish tasks.
- Lifting/carrying or otherwise moving or transporting PC's, monitors and associated equipment during the installation or maintenance of such equipment up to 50 pounds.

Hazards:
- Contact with angry and/or dissatisfied customers.
- Exposure to computer glare and long periods of exposure to computer monitors.
- Exposure to heavy dust in some work areas.
- Occasional exposure to toxic or caustic chemicals, i.e., copier toner.

Incumbent Signature: _____**Date:** _____

Department Head: _____**Date:** _____