SYSTEMS TECHNICIAN

Job Description

The job description does not constitute an employment agreement between the City and employee and is subject to change. The specific statements shown in each section of this description are not intended to be all-inclusive. They represent typical elements and criteria considered necessary to successfully perform the job.

Class Title: Systems Technician
Working Title: Systems Technician
Department: Finance
FLSA Status: Non-Exempt
Effective Date: August 1, 2016
Type: Non-Represented
Supervisor: Finance Director
Supervises: None

CLASSIFICATION SUMMARY
Under the general direction of the Finance Director, in concert with the Network Administrator, this classification oversees the City’s information systems, including but not limited to network, security, computer hardware and software, telecommunications, and other related equipment. This classification’s primary focus is on customer service and technical support including upgrades, installation and problem solving on individual, team and departmental levels. The Systems Technician serves as the Acting Network Administrator in the Network Administrator’s absence.

SUPERVISION
Not a supervisory position.

ESSENTIAL FUNCTIONS – DUTIES & RESPONSIBILITIES
An employee in this classification may perform any of the following duties; however, these examples do not include all the specific tasks which an employee may be expected to perform. Duties and responsibilities are subject to change by the employer as the needs of the employer and requirements of the job change.

It is the responsibility of every employee to represent the City of Keizer by responding to the public, citizens, its employees, and others promptly, professionally and with courtesy. This includes regarding everyone, internal and external, as a customer and delivering the best service possible in a respectful and patient manner. Additional responsibilities include assisting other staff in the performance of their duties as assigned and operating a motor vehicle safely and legally while on City business.

50% Desktop Customer Support
Provides technical support to all City departments’ operational needs, including service and preventive maintenance of all hardware and software applications.
Assembles, installs, configures, upgrades and operate computers, printers, laptops, PDA’s and all other peripheral equipment.
Solves desktop computer problems in support of the City staff both on the phone and in person.
Maintains or creates documentation of procedures and processes, records of work performed, project tracking databases and equipment inventory, software, and user assignment.
Prepares procedures, guidelines, FAQ sheets, training and test documentation, statistical monitoring, workflows, spreadsheets, and other types of documentation to support organizational and department policies, goals and objectives.
Provides recommendations based on data collected and additional research, within the goals of the department and City.

25% Computer Forensics and Investigations
Obtains, analyzes, and interprets electronic devices, data and information for evidence.
Assists criminal investigators, pursuant to a search warrant or consent, with the proper seizure of electronic equipment in an accepted technical manner that ensures the preservation of or prevents the destruction of evidence.
Conducts preliminary investigations of child pornography.

10% Investigative Support

Assists criminal investigators with organizing and maintaining sensitive, non-sensitive and open-source data and files into logical, concise and understandable order for retrieval.

Works with a Crime Analyst to prepare and present detailed presentations (e.g., reports, charts, graphs, tables, etc.) in support of investigators, prosecutors, and partner agencies.

Provides support to criminal investigators that may include link-charting, phone-toll analyses, timelines, and other forms of visual analysis.

Assists criminal investigators with the logging of evidence at major crime scenes and search warrants.

5% Phone System Support

Oversees the City’s telecommunications systems, including but not limited to, telephones and cell phones.

Coordinates phone services with City vendor, including new phones and repairs.

Troubleshoots problems that occur inside the building such as system errors and hunt groups.

Assists with EVAK telephone training.

Assists with RFP process; purchases, distributes and maintains inventory of City land phones, cell phones and pagers; and installs and programs new phones and phone equipment.

Responsible for strategic planning, considering issues such as resource utilization, acquisition planning and new technologies, disaster planning, overall phone system performance and security.

5% Network Administration Backup

Assists with day-to-day network information systems functions, including installation, performance monitoring, access, security, back-ups, scheduling, inventory management and processing orders.

Analyzes user network problems and questions, addressing complex problems most critical to the city.

Plans and schedules installation of new products, such as overall system hardware upgrades or those that require creative network tuning, considering timing, version compatibility and other factors.

Analyzes system performance and addresses performance problems.

Resolves network resource competition issues.

Solves desktop connectivity issues with the network and requests for software installations in support of the City staff both on the phone and in person.

Implements, monitors and maintains computer network security to include antivirus, data retention, and firewall and Active Directory configuration.

Attends meetings and various trainings as required.

5% Information Technology Administration Backup

Recommends policies, procedures, standards and protocols.

Provides expert consultation to management and other jurisdictions and, in a leadership role, conducts comprehensive analysis, planning, development, implementation and coordination for the operations, maintenance, installation and construction of information systems.

Consults with and advises management and other staff on planning, development, implementation and coordination for the operations, maintenance, installation and construction of information systems on a regular basis.

Plans and approves equipment and software purchases. Responsible for hiring contractors and vendors, cost and time estimates, feasibility studies, and design and implementation of new or modified systems and programs.

Assists with the City’s cable media service to ensure coverage of Council meetings and any other program scheduling.
PHYSICAL DEMANDS – SAFETY – WORKING CONDITIONS

The physical demands (including lifting, mobility, movement and manual dexterity), work environment and working conditions described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands
In the performance of job duties, the employee is frequently required to sit; talk or hear; walk; use hands to finger, handle, or feel objects, tools or controls; pull lines and cables; bend, stoop and reach with hands and arms. The employee must regularly lift and/or move up to 25 pounds and occasionally lift equipment ranging in weight from 30 – 80 pounds. Specific vision abilities required by this job include close, distance, color and peripheral vision; depth perception; and the ability to adjust focus. Manual dexterity and coordination are required to perform the work. These abilities are necessary to use a personal computer and various software programs, calculator, phone, copy and fax machines, and other related tools and equipment.

Safety
Employees must maintain a safe work environment by complying with City and Department safety policies and rules and by practicing safety while performing the essential functions of the position.

Work Environment / Working Conditions
In the performance of the job duties, the employee will perform the majority of this job in an office environment under usual office working conditions, primarily while sitting at a computer terminal. Work is also performed in numerous meeting settings in offices, conference rooms and public spaces. The noise level in the work area is typical of most office environments, with telephones, personal interruptions and background noises. However, employees risk physical hazards from working with energized lines and equipment, high levels of noise and VDT radiation. Duties include contact with vendors and with employees and customers in conflict situations.

Subject to 24-hour call back for emergency conditions.

MINIMUM QUALIFICATIONS

Education & Experience
A Bachelor’s degree in a computer-related field plus 1 to 3 years of Microsoft Windows server 2003/2008/2012 network administration and personal computer maintenance and installation or an equivalent combination of education and experience which provides the knowledge, skills and abilities to perform the essential functions and responsibilities of the position.

Licenses, Certifications & Other Requirements
- A+ or Network+ Certificates.
- Pass a comprehensive background investigation.

ADDITIONAL QUALIFICATIONS

Knowledge
- Microsoft Windows 2003/2008/2012 server systems.
- Network protocols such as TCP/IP/RIP.
- Server Administration, Exchange Server, Netmotion and Active Directory.
- System software, hardware and peripherals installation and maintenance.
- Network management.
- Electronic mail maintenance.
- State and federal laws governing public information and privacy act.
- Criminal Justice Information Services (CJIS) standards and compliance

Skill & Ability
- Install and maintain servers using a variety of operating systems, networking and personal computer systems, including peripheral devices.
- Analyze problems, procedures, and data and develop solutions.
- Effectively plan and implement network strategies for optimum network efficiency.
- Develop and conduct training for system hardware, software and applications.
- Develop clear and concise documentation and procedures.
- Communicate effectively, both orally and in writing.
- Convey technical information to users.
- Use test equipment, diagnostic software and hand tools.

**Licenses, Certifications & Other Requirements**

- Microsoft Certified Systems Engineer (MCSE) or MCP/Microsoft Certified Professional preferred.
- Possession of or ability to obtain a valid Oregon driver license.