

March 2011
Sr. Computer Tech
Job Description

Exempt: No
Department: Information Systems
Reports To: Information Systems Director
Location: City of Jonesboro - City Hall
Date Prepared: September 10, 2012
Date Revised: September 18, 2012

GENERAL DESCRIPTION OF POSITION

Maintain city's desktop computer and software related environment. Related functions include but not limited to user training, technician training and implantation.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Prepare hardware training for technicians on the latest technology. This duty is performed daily.
2. Implement training procedures for technicians on the latest software packages and operating systems. This duty is performed quarterly.
3. Read, interpret and apply concepts in complex technical publications, manuals and other documents. This duty is performed monthly.
4. Maintains inventory of all computer hardware and peripherals, computer software, and office equipment in area of responsibility. This duty is performed daily.
5. Mentor and evaluate computer technicians to make sure they perform to the standards defined by the office and the institution. This duty is performed daily.
6. Learn new software and hardware products with and without formal training. This duty is performed annually.
7. Prepare administrative reports related to training and support activities. This duty is performed monthly.
8. Assist in design and development and implementation of new hardware configurations. This duty is performed annually.
9. Assist Network administrator and Network technician in their computer hardware and software problems. This duty is performed daily.
10. Perform duties delegated by Information Systems Director. This duty is performed daily.
11. Develop procures for computer parts, supplies and materials for the purpose of ensuring the availability of items commonly required to repair computer hardware. This duty is performed annually.
12. Coordinates with other staff for the purpose of completing projects/work orders efficiently. This duty is performed daily.
13. Directs the receipt of trouble calls and the diagnosis of equipment problems. This

duty is performed daily.

14. Perform any other related duties as required or assigned.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty mentioned satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION AND EXPERIENCE

Knowledge of a specialized field (however acquired), such as basic accounting, computer, etc. Equivalent of four years in high school, plus night, trade extension, or correspondence school specialized training, equal to two years of college, plus 4 years related experience and/or training. Or equivalent combination of education and experience.

COMMUNICATION SKILLS

Ability to read and understand documents such as policy manuals, safety rules, operating and maintenance instructions, and procedure manuals; Ability to write routine reports and correspondence.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to prepare and interpret bar graphs.

CRITICAL THINKING SKILLS

Ability to solve practical problems and deal with a variety of known variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, or diagram formats.

REQUIRED CERTIFICATES, LICENSES, REGISTRATIONS

A+ certification

PREFERRED CERTIFICATES, LICENSES, REGISTRATIONS

Not indicated.

SOFTWARE SKILLS REQUIRED

Advanced: 10-Key, Alphanumeric Data Entry, Database, Other, Presentation/PowerPoint, Spreadsheet, Word Processing/Typing
Basic: Accounting, Contact Management, Programming Languages

INITIATIVE AND INGENUITY

SUPERVISION RECEIVED

Under immediate supervision, performs general assignments of work, with periodic check of performance by supervisor.

PLANNING

Considerable responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work; may also occasionally assist in the planning of work assignments performed by others within a limited area of operation.

DECISION MAKING

Performs work operations which permit frequent opportunity for decision-making of minor importance and also frequent opportunity for decision-making of major importance; the latter of which would affect the work operations of other employees and/or clientele to a moderate degree.

MENTAL DEMAND

Moderate mental demand. Operations requiring almost continuous attention, but work is sufficiently repetitive that a habit cycle is formed; operations requiring intermittent directed thinking to determine or select materials, equipment or operations where variable sequences may be selected by the employee.

ANALYTICAL ABILITY / PROBLEM SOLVING

Moderately structured. Fairly broad activities using moderately structured procedures with only generally guided supervision. Interpolation of learned things in somewhat varied situations.

SUPERVISORY RESPONSIBILITIES

No supervision.

Supervises the following departments: Information Systems

RESPONSIBILITY FOR FUNDS, PROPERTY and EQUIPMENT

No responsibility for this factor.

ACCURACY

Probable errors of internal and external scope would have a moderate effect on the operational efficiency of the organizational component concerned. Errors might possibly go undetected for a considerable period of time, thereby creating an inaccurate picture of an existing situation. Could cause further errors, losses, or embarrassment to the organization. The possibility for error is always present due to requirements of the job.

ACCOUNTABILITY

FREEDOM TO ACT

Generally controlled. General processes covered by established policies and standards with supervisory oversight.

ANNUAL MONETARY IMPACT

None. Job does not create any dollar monetary impact for the organization.

IMPACT ON END RESULTS

Modest impact. Job has some impact on the organizations end results, but still from an indirect level. Provides assistance and support services that facilitates decision making by others.

PUBLIC CONTACT

Occasional routine contacts with persons outside the organization. This would include contacts with suppliers, mail service, etc.

EMPLOYEE CONTACT

Contacts occasionally with others beyond immediate associates, but generally of a routine nature. May obtain, present or discuss data, but only as pertains to an

immediate and specific assignment. No responsibility for obtaining cooperation or approval of action or decision.

USE OF MACHINES, EQUIPMENT AND/OR COMPUTERS

Computer software programming, level II technician support, project management; system analyst and comprehensive computer software support/help and/or web site development and connectivity.

WORKING CONDITIONS

Somewhat disagreeable working conditions. Continuously exposed to one or two elements such as noise, intermittent standing, walking; and occasional pushing, carrying, or lifting.

ENVIRONMENTAL CONDITIONS

The following work environment characteristics described here are representative of those an employee encounters while performing essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the functions of this job, the employee is regularly exposed to outdoor weather conditions, wet or humid conditions, extreme cold, risk of electrical shock; occasionally exposed to toxic or caustic chemicals. The noise level in the work environment is usually moderate.

PHYSICAL ACTIVITIES

The following physical activities described here 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 and expectations.

Semi-repetitive, low physical. Semi-repetitive type work which requires periods of concentration for varied time cycles as prescribed by the tasks.

While performing the functions of this job, the employee is continuously required to use hands to finger, handle, or feel, reach with hands and arms; regularly required to stand, walk, sit, stoop, kneel, crouch, or crawl, talk or hear, taste or smell; and occasionally required to climb or balance. The employee must occasionally lift and/or move up to 100 pounds; frequently lift and/or move up to 25 pounds; continuously lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision; distance vision; color vision; peripheral vision; depth perception; and ability to adjust focus.

ADDITIONAL INFORMATION

Not indicated.

Job Description Acknowledgement

I acknowledge that I have read the Job Description for this position and understand the requirements, responsibilities, and duties therein. I have reviewed this Job Description with my supervisor and can perform the essential functions of the position. I have discussed any questions I may have had about this Job Description prior to signing this form.

Employee Name(printed): _____ Date: _____

Employee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____