PROVO CITY CLASSIFICATION SPECIFICATION	
Title: Information Systems Technician	**Job Code:** 1399,1401,1403
Date: February 17, 2022	**EEO Code:** TE
FLSA Designation: Non-Exempt	**Civil Service Status:** Covered (UC)

DEFINITION: This is technical work in support of the deployment, operations, and maintenance of various City-wide hardware and software systems.

CLASSIFICATION STANDARDS: Positions allocated to these classifications are responsible to the Director of Information Systems or designated supervisor and perform all work under close to general supervision. Career series levels are distinguished by the amount of supervision, knowledge, and skill needed. *Note: Employees of this class are eligible for advancement to the next level in this career series as directed by policy.*

ESSENTIAL DUTIES: Technician I: Provide highly skilled customer service; maintain user help desk for technical hardware and software issues per defined organizational policy and procedure; ensure a quick response and timely resolution for all inquiries; troubleshoot basic hardware and software problems by phone or location; refer complex issues to specialized staff, as needed; maintain accurate log of support calls and their results; prepare various reports and statistics on support requests; instruct users on basic software/computer use, information systems standards, best practices, and procedures; conduct training classes on basic computer use, internet, software, hardware, and security; deploy basic software applications and firmware on workstations, scanners, printers, and other computerized devices; provide frontline cyber security defense including detecting and eliminating system viruses, spyware, malware and other common cyber security attacks; perform basic file system backups; assist in determining need for, evaluating, selecting, installing, and replacing varied hardware, including memory, printers, projectors, computer cards, and other peripherals; maintain life cycle of hardware and software, including maintaining an accurate inventory, facilitating manufacturer warranties, and analyzing replacement needs; coordinate with vendors on pricing, ordering, and delivering equipment or materials; create documentation, work instructions, and procedures to perform job functions; assist other staff members as needed; perform other related duties as required.

Technician II: Under general supervision, independently perform all Technician I duties and more complicated tasks; provide primary role support for at least two City-operated systems; create and manage automated deployments for highly complex applications; assist with basic server installation and setup activities; may perform elementary scripting/programming, including writing and maintaining system queries.

Senior Technician: Under very general supervision, independently perform all lower-level technician duties and more advanced duties; provide primary role support for at least four City-operated systems; train, delegate to, and/or supervise lower-level technicians; use industry framework models (ITIL, COBIT, or comparable) to enhance support desk practices; develop and configure parameters and deployment strategies for highly complex systems and devices.

MINIMUM REQUIREMENTS: High School Diploma or equivalent required for all levels. **Technician I:** 1 year of computer operation and system support experience. **Technician II:** Associate's degree or equivalent in Computer Science, Networking, or related field, and 1 year of computer operation and system support experience. **Senior Technician:** Associate's degree or

equivalent in Computer Science, Networking, or related field and 3 years of computer operation and system support experience. All levels may satisfy requirements with an equivalent combination of job-related education and/or experience [substituting each 1 year of post-secondary education/training for 6 months of experience].

License(s)/Certification(s): A valid, lawful Driver License is required.

SELECTION FACTORS: *Knowledge of:* basic principles and practices of computer operations, networking, communications, and programming; application software, operating systems, components, and associated peripherals; related laws, codes, rules, and regulations governing computer functions; policies and procedures established for information system operations; operations, functions, and terminology common to the work; framework models (ITIL, COBIT, etc.); English composition, spelling, and grammar. *Skill in:* providing professional customer service; tracking and responding to user requests quickly and effectively; identifying and resolving basic technical issues; practicing trust-building behaviors. *Ability to:* quickly, safely, and accurately perform work independently and in a team; organize assigned work and develop effective work methods; demonstrate respect, integrity, courtesy, and kindness when performing duties; develop and maintain effective working relationships with the public, coworkers, and superiors; project a positive City image; communicate effectively both verbally and in writing; understand and follow oral and written instructions; prepare clear, concise, and accurate reports; assist in evaluating programs and procedures; identify and appropriately respond to cyber security threats including social engineering, viruses, malware, spear phishing, and other attack vectors targeting end-users, performed roles, and organizations; exercise independent judgment in evaluating and resolving situations; use lay terms to explain technical issues; simultaneously prioritize and manage multiple tasks to meet multiple deadlines; work under pressure.

TOOLS AND EQUIPMENT USED: Hand tools, telephones, computers, communication devices, electronic diagnostic devices, and a variety of other computerized devices.

PHYSICAL DEMANDS: Requires moderate physical lifting to 40 lbs., frequent sitting, standing, and walking, maintaining concentrated attention to detail for long periods, working in cramped spaces (City vehicles),vision for data analysis and troubleshooting.

ENVIRONMENTAL FACTORS: Work is usually indoors and physically onsite. Requires exposure to computers, electronics, electrical devices, and high stress situations due to strict deadlines, public safety needs, and contact with individuals frustrated with technical support issues. May require travel between City sites during inclement weather. *This is a critical position subject to emergency call back upon organizational request.*

_____	2/16/22
Department Director	Date
_____	2/17/22
Mayor/Chief Administrative Officer	Date

NOTE: *The above statements describe the general nature and level of work being performed by the person(s) assigned to this classification. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required of personnel so classified. Class specifications are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, change, or delete any and all provisions of this classification at any time as needed without notice. Reasonable accommodations may be made for otherwise qualified individuals who require and request such accommodation. This class specification supersedes earlier versions.*