



**City of Tigard
Finance & Information Services Department**

**Microcomputer Support Technician
Job Description**

DEFINITION

Under general supervision, performs a variety of technical duties in support of the City's management information system; provides technical desktop support to users; troubleshoots hardware and software problems associated with the City's computers, telecommunication and security systems, and related equipment; installs hardware equipment and software applications; performs network back-ups; assesses user training needs and trains users in effective use of applications; makes recommendations regarding hardware and software acquisitions; performs database administration; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Senior Network Administrator. Exercises no direct supervision over staff.

CLASSIFICATION CHARACTERISTICS

This is a journey-level technical class in the Information Technology series that performs a wide variety of technical support duties related to the city's management information, computer, telecommunications, and security systems and related equipment. Responsibilities include troubleshooting hardware and software applications, assuring the security of city personal computers, assisting in the implementation of new software and/or hardware, and the overall maintenance of user accounts. This class is distinguished from Network Administrator in that the latter is a professional-level class, has higher-level technical and administration responsibilities, and requires a four-year degree.

ESSENTIAL JOB FUNCTIONS

- Moves and sets up workstations; supplies same with computer terminal, data connection, and telephone; builds personal computer systems from parts; installs desktop equipment, software, and network operating systems; installs emulation software and wiring connections to the city's network; installs, maintains, and troubleshoots voice connections, cabling, instruments and switches; tests and certifies each installed connection, including cellular phones, personal digital assistants, and pagers; works with various vendors to support these systems.
- Services existing electronic equipment requiring repair or complex preventive maintenance; performs scheduled upgrades to existing personal computer systems; evaluates wiring needs of new offices and office remodeling; advises contractors of desired wiring configuration; evaluates and diagnoses computer hardware and software problems associated with the City's computers and related equipment; performs diagnostic testing; repairs equipment.
- Installs and supports new hardware and new and/or upgraded versions of software applications.
- Builds, configures, and implements application servers; performs systems backup for servers.

- Assists users with operational questions or problems, and in the use of computer software applications related to specific departmental activities; provides new user training and ongoing support to keep all end users apprised of changes and upgrades to department computer systems; communicates and interfaces with end users; instructs end users concerning computer systems and software applications.
- Researches, analyzes, designs, and implements changes to departmental databases and other programs; assists users in LAN and WAN procedures and programs, and in efficiently accessing network resources.
- Serves as a technical resource for maintaining, enhancing, and upgrading the department's current and long term computer system operations.
- Researches and tests available computer products, analyzing the relevance of different types of software to department functions and requirements.
- Performs basic troubleshooting and installation, replacement and minor repairs of departmental computer hardware as authorized by Information Technology Manager or Senior Network Administrator.
- Coordinates with Information Technology Division staff to resolve problems with system applications; works with software providers to accomplish specific maintenance and modifications.
- Represents the department at conferences on specialized topics, and at meetings with appropriate vendors.
- Provides security authorization for application access and coordinates security maintenance on department computer systems with the Information Technology Manager and WAN administrators or technical support staff.
- Performs other duties as assigned.

JOB QUALIFICATIONS

Knowledge of:

- Theory, concepts and business applications of personal computer systems.
- Applications and functions of computer hardware, software, and peripheral devices.
- Operational characteristics, services, and activities of an Information Technology program.
- Theory and design of Information Technology.
- Principles of systems development.
- Windows operating systems; local area network (LAN) and wide area network (WAN) design, operations, and support, such as printers, modems, scanners, routers, switches, and other network devices and various applications.
- Computer and peripheral equipment maintenance methods and procedures.
- Modern office practices, methods, and equipment.
- Record keeping principles and procedures.
- Modern office practices, methods, and computer equipment.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for dealing effectively with the public, vendors, contractors, and City staff, in person and over the telephone.
- Techniques for providing a high level of customer service to public and City staff, in person and over the telephone.

Ability to:

- Analyze, diagnose, and troubleshoot information technology networks, servers, and systems and workstation hardware and software using logic to solve problems.
- Operate, install, maintain, configure, and troubleshoot a variety of highly technical computer equipment and peripherals.
- Analyze and evaluate data, formulate proposals, and implement computer system plans.
- Establish and maintain a computer maintenance schedule.
- Write system procedures.
- Learn to use new and existing software and hardware.
- Use word processing, spreadsheet, and graphics programs.
- Present effective training programs and train users in the application and use of computer hardware and software.
- Compose clear and concise correspondence and reports.
- Understand and follow oral and written instructions.
- Make accurate arithmetic, financial, and statistical computations.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate and maintain modern office equipment, including computer equipment and specialized software applications programs.
- Comprehend and use English effectively including producing all forms of communication in a clear, concise, and understandable manner to intended audiences.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

MINIMUM QUALIFICATIONS

Minimum Education/Experience Requirements:

Any combination of training and experience, which would provide the required knowledge, skills and abilities, to perform the essential functions of the position, may be qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to the completion of the twelfth (12th) grade supplemented by college-level coursework or specialized training in computer science, data processing, or a related field; and
- Three (3) years of progressively responsible experience in IT enterprise environment.

Licenses and Certifications:

- Possession of a valid driver's license with satisfactory driving record.

WORKING CONDITIONS

Work Environment:

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with

upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures. Employees periodically work in a server room environment with exposure to louder noises from fans and cooling mechanisms.

Physical Demand/Manual Dexterity:

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various City and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, reach, push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 40 pounds.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Management is receptive to receiving requests from employees for accommodations related to disability, will engage in the interactive process with employees who make such requests and, where accommodation is needed and reasonable, is committed to providing accommodation, unless doing so would impose an undue hardship on the operation of the business.