

City and Borough Sitka, Alaska

Class Specification

Class Title	System Support Technician
Class Code Number	
FLSA Designation	Non-Exempt
Pay Grade and Range	ASEA Bargaining Unit
Effective Date	August 2021

General Statement of Duties

Performs installation and maintenance of PC hardware and software. Manages and responds to a variety of help desk tickets.

Distinguishing Features of the Class

The principal function of an employee in this class is to ensure effective and efficient use of computer technology within the municipal government. While work is performed under the direct supervision of the Information Technology Director, some leeway is granted for the exercise of independent judgment and initiative. An employee in this class performs the duties of other employees in the Information Systems Department as required or as assigned by supervisory personnel. In the absence of the Systems Analyst, an employee in this class may temporarily assume full responsibility for assigned duties of the Systems Analyst. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other Departments and employees. The principal duties of this class are performed in both a general office environment and at various work sites throughout the City and Borough.

Examples of Essential Work (Illustrative Only)

- Installs PCs and maintains hardware and software, Windows and Windows applications and related packages;
- Provide "in-house" computer support relating to software and hardware;
- Maintain trouble-log on computer support requests;
- On a limited basis, trains employees in the use of computers and related systems;
- Perform duties of system maintenance in the absence of the Systems Analyst;
- Performs troubleshooting and maintenance on existing hardware and software systems;

- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other related duties as assigned.

Required Knowledge, Skills and Abilities

- Thorough knowledge of personal computers;
- Thorough knowledge of computer related products, including all applicable hardware and software;
- Thorough knowledge of printer hardware and software;
- Operational knowledge of Microsoft Active Directory, Microsoft 365;
- Thorough knowledge of the current practices and principles involved in the installation, repair, customization and implementation of computer hardware;
- Some knowledge of the function and purpose of City and Borough departments, divisions, and sections;
- Ability to communicate well with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to prepare and present accurate and reliable reports containing findings and recommendations;
- Ability to operate or quickly learn to operate a computer using standard or customized software applications appropriate to assigned tasks;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Ability to demonstrate integrity, ingenuity, and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

- Graduation from an accredited college or university with an Associates Degree or equivalent in Computer Science, Business Information Systems or a closely related field; and
- Considerable experience in the implementation of information systems; or
- Any equivalent combination of experience, education and training which provides the knowledge, skills and abilities necessary to perform the work.

Required Special Qualifications

None

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to observe information systems;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate computers and related equipment;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to function in a general office experience.

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