

Intercity Transit
JOB TITLED: Information Systems Technician

BAND	GRADE	SUBGRADE
B	2	3
DEPARTMENT: Administrative Services	DIVISION: Information Systems (IS)	FLSA STATUS: Non-exempt
SUPERVISION RECEIVED FROM: IS Manager	SUPERVISION EXERCISED OVER: N/A	PAY GRADE: B23
SUMMARY: Responsible for the support, installation, and maintenance of desktop systems, printers and other equipment. Other responsibilities include locating and resolving perceived problems in applications, communicating with users, and providing training and documentation for end users.		
DISTINGUISHING CHARACTERISTICS: As a Technician, coordinates services between the Information Systems division and other divisions/departments. May perform mid-level technical tasks under the close lead of an Information Systems Analyst or the supervision of the Information Systems Manager. Position duties include providing high volume customer services support.		
DUTY NO.	ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)	
1.	Provides Help Desk support; performs system wide troubleshooting and maintenance, including assisting IS Analysts. Conducts preliminary investigation of user problems; seeks guidance on complex issues. Responds by either repairing or issuing temporary replacement of equipment. Prepares and trains users on proper operation of IS check-out equipment.	Daily 40% (B2)
2.	Provides desktop support including installing PC's, laptops and other hardware for Agency staff; creates standardized computer images and software installation packages for backup and recovery; troubleshoots and resolves various workstation issues. Performs preventative maintenance and cleaning of desktop PC's and laptops, printers, faxes and other IS equipment at scheduled intervals or as needed.	Daily 25% (B2)
3.	Gives verbal and/or written instruction to users of varying degrees of technical expertise on the proper use and care of the hardware and software. Provides user-training sessions on new and existing software and technology. Writes and edits training materials and self-help knowledge base articles	Daily 10% (B2)

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DUTY NO.	ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)	
4.	Organizes and maintains inventory of computers and related equipment and supplies. Researches and purchases computer equipment and supplies following established guidelines. Prepares surplus equipment for resale/disposal and works with procurement staff to follow proper disposal procedures.	Daily 5% (B2)
5.	Provides network support by performing routine network maintenance, setting up new users and groups. Under supervision this position may install applications on the shared network. Monitors system-wide anti-virus software and removes viruses when found on Agency computers.	Daily 5% (B2)
6.	Conducts software testing and upgrades or applies patches to software as needed. Tests software applications and evaluates for compatibility with existing applications. Ensures longevity of equipment and continuation of service with minimum system down time.	Daily 10% (B2)
7.	Provides information to users/employees regarding division services; responds to inquiries and complaints regarding services; assures that appropriate information is provided and problems are resolved.	Daily 10% (B2)
8.	Performs other duties of a similar nature or level.	Daily 10%
9.	Must meet regular time and attendance standards.	(B2) Always

Knowledge (position requirements at entry):

Knowledge of:

- System performance and reliability principles;
- Microsoft Office applications (Word, Excel, Access, PowerPoint, Outlook);
- Microsoft Visio;
- Applicable operating systems;
- Applicable hardware devices and drivers.

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Skills (position requirements at entry):

Skill in:

- Installing and maintaining a variety of hardware, software, and peripheral equipment;
- Operating computers and related software applications;
- Communication and interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to provide exceptional customer service, exchange or convey information and to receive work direction;
- Troubleshooting and resolving minor hardware, software and peripheral equipment issues;
- Organizational and task management;
- Records management (for purposes of inventory),
- Handling multiple tasks simultaneously;
- Defining problems, collecting data, establishing facts, and drawing valid conclusions.

Training and Experience (position requirements at entry):

Associate degree (A.S., A.A.) or two-year technical certificate or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

Licensing Requirements (position requirements at entry):

WA State Drivers License or the ability to respond in a timely manner to issues arising throughout the Intercity Transit service area on a 24-7 basis.

Must submit to criminal background check the results of which must meet hiring criteria for the role.

Physical Requirements:

Positions in this class typically require: stooping, kneeling, crouching, crawling, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, feeling, talking, hearing, seeing and repetitive motions.

Incumbents may be subjected to moving mechanical parts, workspace restrictions, and travel.

Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

NOTE:

The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

Classification History:

New Position in 2006

Prepared by C.DiRito, Human Resources

Date: 11/14/06

Revised: 6/1/09 + background ✓'s; CDiRito

Revised: 9/16/2011 Comp Class Review: HR

Revised: 07/2017 For recruitment. Minor language revisions to Disting Charac, Duty #3 and Skills. CD