

**CITY OF NORTH LAUDERDALE
SYSTEMS TECHNICIAN
POSITION DESCRIPTION**

POSITION

This is a responsible, exempt position in the City's Information Technology Department. Under general direction of the Information Technology Manager, maintains, operates and supports a variety of computer systems, provides training/support for personnel using these systems and performs related duties as assigned.

PURPOSE

Assist the Information Technology Manager as directed with daily operations. Working in a team environment, provide appropriate administrative/troubleshooting actions on Virtual Systems, Servers, desktop/laptop hardware and software. As this position includes frequent interaction with employees, department heads, administration and outside agencies, good interpersonal skills are needed. Other work skills include effective planning and coordinating, as well as, demonstration of sound judgment in carrying out assignments independently.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The following duties are normal for this position. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or is a logical assignment for this position. Other duties may be required and assigned.

Operates computer systems: initiates and completes scheduled production jobs

Performs and maintains system security, prepares security reports and collects metric data

Prepares and maintains backups of all licensed programs and Network data files

Ensures successful daily backup of all mission and business critical city data

Assists in the development of operating standards and guides within designated timeframes and per established procedures

Administers and maintains SQL databases for Records Management, Access Control, Help Desk and Business Systems

Assists in the initial training of new computer users throughout the City

Resolves Help Desk service requests in a timely manner to ensure continuous business operations of city personnel

Maintain a comprehensive inventory of all IT infrastructures. Conduct annual physical inventories of active and surplus equipment. Reports inventory deviations to the Information Technology Manager.

KNOWLEDGE, SKILLS AND ABILITIES

Principles and operation of Networks, VLANS, operating systems and network protocols

Utilization of standard software applications, hardware and related peripheral equipment

Experience with proper records maintenance and storage, standard office operations and basic research techniques

Demonstrated skills in Database and Records Management

Demonstrated skills in Data and Network communications

Ability to comprehend and implement new technologies

Knowledge of overall computer operations and administration

Knowledge of automated office practices, procedures and controls

Knowledge of Windows and Microsoft Office Suite use

Familiar with WAN and LAN topologies

Knowledge and skill in the operation of on-line and off-line audiovisual devices

Ability to plan, understand and carryout work and project schedules

EDUCATION TRAINING AND EXPERIENCE

Any combination of education, training and experience which demonstrates the ability to perform the duties and responsibilities as described. A typical qualifying background would include progressively responsible computer operations experience with coursework in computer science, management information systems or a related field. Experience in operating both large and small scale computer systems; experience using a variety of operating systems, software, hardware and networks.

Experience with MUNIS, VMware, IBM Blades or Crystal Reports is highly desirable.

NECESSARY SPECIAL REQUIREMENTS

Possession of a valid Florida driver's license ; ability and willingness to to travel on work assignments; willingness to work additional hours during the week and/or weekends.

Must be physically able to install and operate office and communication equipment; possess visual, auditory, and oral acuity and the ability to lift up to 50 pounds. The position requires periods of sitting, standing, bending, stooping, and walking.