



## INFORMATION SYSTEMS TECHNICIAN

311

Jamestown  
1607

**DEPARTMENT:** Community Services Department/Parks and Recreation Administration Division

### **NATURE OF WORK:**

Performs responsible technical work serving as network administrator for Parks and Recreation database software, Rec Trac, and the County's Local Area Network (LAN). Assures network and its applications are available to users; resolves user problems as required; responds to a variety of inquiries related to LAN operation; takes corrective action as necessary including problem analysis and coordinating repairs with either JCC Information Technology (IT) or Vermont Systems, Inc. (VSI). Duties are performed under the direct supervision of the Resource Development Administrator.

### **ESSENTIAL FUNCTIONS OF THE JOB:**

Provides technical support for JCC's LAN as it pertains to Parks and Recreation.

Provides end-user support assistance, troubleshooting, and training for personal computer based software applications and Rec Trac, Parks and Recreation's database software .

Acts as first point of contact for repair services with IT and VSI.

Administers security procedures and provides support to users when needed to resolve systems access problems.

Identifies computer and software solutions to meet business demands.

Resolves problems with computer hardware and software, determining the best resolution to the problem.

Troubleshoots personal computer and/or mainframe hardware problems by determining cause; corrects whenever possible.

Reports problems requiring additional assistance to the supervisor and/or appropriate VSI Help Desk or County Information Technology technical staff, when needed.

Logs problems and recommends equipment repair or replacement as required; ensures problem is corrected with minimal downtime.

Conducts telephone interviews to rule out source of problem (for example software, hardware, modems, operator error, bad records); guides user through various tests, as appropriate, such as checking connections and modem boxes, powering up and down and running programs.

Uses recommended utilities to identify problems, such as VIRUS checking software.

Ensures that computer network area is maintained in a neat and orderly manner.

Maintains inventory of computer equipment and places surplus equipment in the appropriate area until properly discarded.

Assists in implementing and monitoring e-commerce software and transactions.

Assures network and application availability.

Develops and maintains division technology budget.

Evaluates, consults, and purchases division technology solutions.

Serves as Parks and Recreation Intranet webmaster and web content provider.

Provides department with minor graphical needs.

Prepares division presentations and set ups as needed.

Provides guidance to other personnel on computer problems.

Practices continuous learning through individual study, classroom training, seminars, and conferences.

Performs work safely in accordance with department safety procedures and the County Safety Program. Operates equipment safely and reports any unsafe work condition or practice to Supervisor.

May be required to report to work to serve customers during emergency conditions.

May be assigned to report at a different time and location and to perform different duties as necessary.

Performs related work as required.

#### **JOB LOCATION AND EQUIPMENT OPERATED:**

Duties are performed primarily in an office setting. Operates standard office equipment including network server, desktop computer, keyboard, and mouse, typewriter, calculator, copy machine, fax machine, telephone, and switchboard. Requires the ability to travel among Parks and Recreation facility sites.

#### **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:**

Thorough knowledge of data processing operations, microcomputers, mainframe computer hardware configurations, and network monitoring software packages.

Thorough knowledge of Rec Trac, Parks and Recreation's database software .

Knowledge of Windows XP, Microsoft Office Suite 2003-2007 and web development software.

Skill in developing and maintaining professional and effective working relationship with users

Ability to analyze and diagnose routine computer operations problems such as those encountered in the operation of the LAN.

Ability to maintain clear and concise problem logs.

Ability to communicate effectively in speech and in writing with both technical and nontechnical personnel.

Ability to exercise independent judgment in the performance of duties.

Ability to plan and schedule work.

Ability to use good judgment, tact, and courtesy.

Ability to interpret and implement policy.

Ability to successfully complete and utilize ongoing training modules and to train others as required.

**MINIMUM QUALIFICATIONS:**

Bachelor's degree in computer science or related field and thorough knowledge of Rec-Trac software and its application to Parks and Recreation; or any combination of experience, supplemented by training in the operation of peripheral equipment, microcomputers, and local area networks; or any combination of experience and training which provides the required knowledge, skills, and abilities.

**NECESSARY SPECIAL QUALIFICATIONS**

Requires post offer criminal history and sex offender record checks.

Requires the ability to travel among various work sites.

Date: March 2009

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# IDENTIFICATION OF GENERAL APTITUDES AND PHYSICAL REQUIREMENTS

Position Title: Information Systems Technician Position Number: 311  
Department: Community Services Division: Recreation Administration

The Americans with Disabilities Act requires that we identify the general aptitudes and physical requirements needed to perform the job listed above. Individuals who have the position must be able to perform all essential job functions unaided or with reasonable accommodation.

**I. Mental Abilities:** General learning ability. The ability to “catch on” or understand instructions and underlying principles.

- Ability to reason and make judgments
- Ability to understand and follow oral instruction
- Ability to understand and follow written instruction
- Ability to guide and/or give instructions
- Ability to make decisions in accordance with established procedures and policies
- Not essential to job function

**II. Verbal Abilities:** Ability to understand meanings of words and ideas associated with them and to use them effectively. To comprehend language, to understand relationships between words, and to understand meanings of whole sentences and paragraphs. To present information or ideas clearly.

## 1. Speaking/Talking:

- Answer telephone, radio or switchboard
- Communicating with County officials
- Communicating with general public
- Communicating with vendors
- Communicating with supervisors and/or with other employees
- Communicating with other \_\_\_\_\_
- Not essential to job functions

## 2. Hearing/Listening:

- Ability to distinguish between different tones
- For communication with County officials, public, vendors, supervisors and/or other employees
- Not essential to job function.

## 3. Reading: (ability to read and understand text)

- Essential to job function
- Not essential to job function

**III. Numerical:** Ability to perform arithmetic operations quickly and accurately.

- Ability to mentally perform accurate two digit calculations
- Ability to perform accurate calculations aided by a calculator, adding machine or measurement device
- Not essential to job function

**IV. Spatial Abilities:** Ability to comprehend forms in space and understand relationships of plane and solid objects. May be used in such tasks as blue print reading and in solving geometry problems. Frequently described as the ability to “visualize” objects of two or three dimensions, or to think visually of geometric forms.

- Essential function
- Not essential function

**V. Motor Coordination:** Ability to coordinate eyes and hands or fingers rapidly and accurately in making precise movements with speed. Ability to make a movement response accurately and quickly.

**1. Manual Dexterity:** Ability to move the hands easily and skillfully. To work with the hands in placing and turning motions.

- |  |  |
|--|--|
| <input checked="" type="checkbox"/> Use telephone      | <input checked="" type="checkbox"/> Manipulate computer keyboard and mouse |
| <input type="checkbox"/> Use switchboard               | <input type="checkbox"/> Use postage machine                               |
| <input type="checkbox"/> Use radio/console             | <input checked="" type="checkbox"/> Use hand tools                         |
| <input checked="" type="checkbox"/> Use a calculator   | <input type="checkbox"/> Use power tools                                   |
| <input checked="" type="checkbox"/> Use a copy machine | <input type="checkbox"/> Other: _____                                      |
| <input checked="" type="checkbox"/> Use a fax machine  | <input type="checkbox"/> Not essential to job function                     |

**2. Finger Dexterity:** Ability to move the fingers and manipulate small objects with the fingers rapidly or accurately. For example: electrical wiring.

- Essential to job function
- Not essential to job function

Explain: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**VI. Physical Demands:**

1. **Strength:** The quality, state or property of being strong. The power to withstand strain, force, or stress.

Please check (✓) in appropriate boxes below.

	Ability to manipulate materials and/or equipment (lbs)						Frequency of Manipulation		
	5-	5-10	10-15	15-25	25-50	50+	Occasionally	Frequently	Continuously
<b>Lift</b>				<input type="checkbox"/>				<input type="checkbox"/>	
<b>Push/Pull</b>					<input type="checkbox"/>		<input type="checkbox"/>		
<b>Hold/Carry</b>				<input type="checkbox"/>				<input type="checkbox"/>	

Manipulation done from:  ground to waist     waist level     waist to shoulder     above shoulder  
(Check all that apply)

Not essential to job function:  Lift     Push/Pull     Hold/Carry (Check all that apply)

2. **Climbing:** To move up or mount by using the hands or feet.

<u>Ladders</u>	<u>Stairways</u>	<u>Steps</u>
<input type="checkbox"/> Step stool	<input type="checkbox"/> 1 flight	<input type="checkbox"/> 1-2
<input type="checkbox"/> 8' to 10' step ladder	<input type="checkbox"/> 2 flights	<input type="checkbox"/> 2-3
<input type="checkbox"/> Extension ladder	<input type="checkbox"/> 3 or more flights	<input type="checkbox"/> 3-4
<input type="checkbox"/> Other: _____	<input type="checkbox"/> Other: _____	<input type="checkbox"/> Other: _____
<input checked="" type="checkbox"/> Not essential to job function	<input checked="" type="checkbox"/> Not essential to job function	<input checked="" type="checkbox"/> Not essential to job function

3. **Ability to Stand, Sit, Walk, and Run:**

Please check (✓) in appropriate boxes below.

	Duration (hours/day)						Occasionally	Frequently	Continuously
	0-1	1-3	3-5	5-7	7-9	9+			
<b>Stand</b>			<input type="checkbox"/>					<input type="checkbox"/>	
<b>Sit</b>				<input type="checkbox"/>				<input type="checkbox"/>	
<b>Walk</b>		<input type="checkbox"/>						<input type="checkbox"/>	
<b>Run</b>	<input type="checkbox"/>								

If walking or running, over what type of terrain?  flat     rough     both

Not essential to job function:  Stand     Sit     Walk     Run (Check all that apply)

**4. Stooping, Kneeling, Crouching, and /or Crawling:**

To bend forward or down from the middle of the waist or the middle of the back, to bend downwards, to lower oneself and/or to move freely on hands and knees.

**Daily Amounts**

- 0-5x       5-20x       20-50x       50+x  
 Other: \_\_\_\_\_       Not essential to job function

**5. Reaching, Handling, Fingering, and/or Feeling:**

To stretch out, extend, or put forth a bodily part. To touch or grasp something, by extending or stretching. To touch, lift, hold or operate with the hands.

**Daily Amounts**

- 0-5x       5-20x       20-50x       50+x  
 Other: \_\_\_\_\_       Not essential to job function

**6. Seeing: To perceive or comprehend by the sense of sight.**

Essential to job function: These characteristics are necessary (Check all that apply)

- Peripheral vision
- Night vision
- Focus (distinctness or clarity)
- Color perception (discriminate between colors)
- Depth perception (determine distance relationship between objects)

**VII. Driving: The ability to transfer or convey in a vehicle.**

<b>Transmission</b>	<b>Standard</b>	<b>Automatic</b>	<b>Multi-Gears</b>
Car	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Van	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Small Truck	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medium Truck	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Large Truck	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Truck w/Equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Heavy Bus Equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not essential to job function	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Other: _____			

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