

MICRO SYSTEMS TECHNICIANDEFINITION

Under direction, performs a variety of information services functions for general hardware and software problems associated with the City's micro computers and peripheral equipment.

ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO:

Installs and configures new hardware equipment, new software applications and software upgrades. Relocates computers and related equipment within the city departments, including but not limited to micro computers, micro printer equipment, spooling devices, and network connections. Troubleshoots and repairs microcomputer hardware, installed software and associated peripheral equipment. Assesses and installs service packs, patches, security plugs and hardware related BIOS and driver upgrades as required. Performs other related functions as assigned.

DISTINGUISHING FEATURES OF THE CLASS:

This is the entry-level class of the Micro Systems series in the Information Services Division. This class differs from the Systems Administrator classes in that the later classes are focused on departmental computing in a simple LAN environment within a single Agency/Department. This class focuses on the client side of Citywide computer systems and their entry point connection to the City network from multiple Agencies under multiple LAN's and interconnecting WAN. In addition, the Micro Systems Technician supports a much wider range of hardware, software, and network based services with a higher frequency of technological change and depth/breadth of technological complexity.

MINIMUM BASIC REQUIREMENTS:

Two years experience in micro computer related system installation and support in an MS Windows environment or any combination of experience and training which provides the following knowledge and abilities:

Knowledge of: Principles and techniques of micro computer system characteristics and limitations, including storage devices and memory configurations for software requirements; installation and operational knowledge of the current and recent versions of standard desktop applications including Windows 9x, 2000, and XP versions, Microsoft Office suite, Outlook, Internet Explorer and Microsoft operating systems; the operation principles of LAN and WAN networking topologies and data communications; network connectivity via direct TCP/IP, modem, DSL, Cable modem, wireless, and PDA docking stations.

Ability to: Evaluate, determine and carry out a course of action to maintain and/or repair a microcomputer system or associated equipment to fully or higher level of operation capability; communicate and interface with users on a non-technical level to troubleshoot and offer solutions to their computer problems; distinguish between hardware and software errors; demonstrate proper judgment when referring appropriate service call problems to the hardware maintenance vendor and when to employ resources to provide software solutions; support client-side connectivity to networks in direct connect mode and in remote access mode; to learn to support and service new technologies on a constantly recurring time cycle.

SPECIAL REQUIREMENT:

Must possess and keep current a valid California Class C Drivers License.

SPECIAL WORKING CONDITIONS:

Must be able to observe visual displays and directly respond to audio warning indicators, and be able to lift and transport loads up to 60 pounds. Work requires extended periods of sitting and of keyboarding, reaching stooping, pushing, pulling, manual dexterity, clear speech and visual and hearing acuity. May require flexible work schedules including early morning, weekends, evening hours. Work is performed in an office setting with frequent interruptions, multiple priorities and deadlines, inquires, and peak workloads.

CHARACTERISTICS OF SUCCESSFUL PERFORMER

The successful performer can work independently with minimal supervision and also work in a team environment. This person is patient and methodical in explaining hardware and software problems and resolutions, as well as being friendly and helpful when interacting with program users and co-workers.

Class title established per Council Resolution No. 91-035,  
effective 5-16-91

Revised: 10/03

Approved: 10/03