

City of Napoleon

MANAGEMENT INFORMATION SYSTEMS TECHNICIAN

DEPARTMENT:	Management Information Systems (MIS)
REPORTS TO:	Manager Information Systems Administrator
FLSA STATUS:	Hourly (Non-Exempt) (Part-Time)
CIVIL SERVICE:	Classified (Non-Competitive)
UNION:	Non-Bargaining
PREPARED BY:	Morgan Druhot, Human Resources Director
APPROVED BY:	Monica Ireland, City Manager
APPROVAL DATE:	July 3, 2014

SUMMARY

Part-time work in IT services and works in the MIS department. Technician is under direct supervision of MIS Administrator.

ESSENTIAL DUTIES AND RESPONSIBILITIES Other duties may be assigned as required.

- Installation, upgrade and maintenance of personal computers (PC's), software, peripherals (printers, monitors, scanner, etc.).
- Administer, maintain and troubleshoot LAN and WAN within City of Napoleon.
- Troubleshoot personal computers, printers, network servers and software problems.
- Maintain a help desk if available; answer telephone calls with requests, answer questions and solve problems related to the City's computer systems.
- Repair IBM compatible and Apple personal computers and devices.
- Train clients on terminals and PC operating system and applications; especially Microsoft Office of current and past versions. Windows operating systems XP up to and including the latest versions of Windows.
- Administer externally hosted website and be experienced with website development.
- Maintain network server security required by various departments.
- Other tasks as assigned.

EDUCATION AND/ OR EXPERIENCE

- Knowledge of both Lotus and Microsoft word processing, database, spreadsheet and presentation software is preferred.
- Knowledge of Windows and Apple operating systems preferred.
- An understanding of secure and unsecure wireless network is desirable.

GENERAL REQUIREMENTS

- Technician must meet the City of Napoleon's residency requirements as outlined in the City's Personnel Code within one (1) year of employment.
- Technician must be a United States citizen with one (1) year of employment having no felony convictions or convictions constituting a theft offence or fraud.
- Must possess a valid Ohio Driver's License.

LANGUAGE SKILLS

Must be fluent in English and able to communicate effectively verbally and in writing.

REASONING ABILITY

- Must be able to understand and carry out oral and written directions.
- Able to make good judgments and have initiative.
- Confidentiality of information is a must; any information gained in performance of duties must remain within the Department(s).

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must be able to lift up to 50 lbs repeatedly

WORK ENVIRONMENT

- This job is performed on-site unless otherwise directed.
- Provides off-site administrative support during emergency conditions at the Emergency Operations Center (EOC) for the City of Napoleon; possible long shifts; maintains EOC files as assigned.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Thorough knowledge of the principles and practices of personal computer operation and networking for office management and administration.
- Ability to plan, instruct, direct and evaluate the work of contractors.
- Ability to establish, maintain and promote a cooperative and harmonious working relationship with other departments within computer users.
- Is responsible for tracking personal time for billing of service.