

City of South San Francisco
Human Resources Department

Computer Services Technician
Class Description

Definition

Under direction, implements and supports the activities and operations related to the City's electronic information systems; installs and supports computer operating system and applications software; performs a variety of complex technical duties in the installation, repair, replacement, and maintenance of computer hardware and software; trains City staff in a variety of applications; and performs other related duties as assigned.

Distinguishing Characteristics

This classification is assigned to manage the City's desktop computers and related equipment. It is distinguished from the Telecommunications Coordinator in that the latter has responsibility for the voice and data telecommunications infrastructure. It is distinguished from the Information Systems Administrator in that the latter focuses primarily on installing and supporting multi-user server computer systems and more complex multi-user software.

Typical and Important Duties

Duties may include, but are not limited to, the following:

1. Manages and administers the City's single-user computers, including installation and maintenance of operating system and applications software.
2. Implements goals, objectives, policies and priorities for assigned services and activities related to single-user computers and servers.
3. Acts as a liaison between all City employees and departmental staff to define technical and operational requirements.
4. Installs, upgrades, and repairs equipment and software, interface single-user computers to related peripheral equipment including printers and other network devices.
5. Resolves complex problems with single-user computers, printers, servers, software, peripherals, and other related equipment.
6. Identifies opportunities for service delivery improvements; analyzes and evaluates techniques for the implementation of new computer applications, hardware, and peripheral equipment.
7. Serves as a resource for all City computer users, providing assistance and problems resolution related to computer hardware, software, and associated peripheral equipment.
8. Coordinates a variety of multi-user and multi-department projects involving vendors and employees; schedules, coordinates, and facilitates meetings; provides project status reports; and ensures project deadlines are met.
9. Trains City staff in a variety of applications, addressing adult learner needs and concerns.
10. Troubleshoots and maintains servers as appropriate.
11. Maintains an inventory of all work activities as appropriate.
12. Performs related duties and responsibilities as assigned.

Job-related Qualifications

Knowledge of:

- Current technology and implementation techniques of single-user computer systems; Microsoft Windows, Intel-based personal computer hardware.
- A variety of simple to complex software, including business software and Microsoft Office Suites.
- Equipment used in the installation, maintenance, testing and repair of desktop computers.
- Current technology in the areas of microcomputer hardware and software.

Ability to:

- Effectively install and support all aspects of contemporary single-user computers.
- Maintain, troubleshoot, and adjust servers.
- Provide instruction and training to City staff; principles and concepts of adult learning.
- Act as the technical lead and provide technical training and mentoring to City staff.
- Train adult learners in Microsoft Office Suites.
- Manage multi-departmental projects, including coordinating and leading meetings and producing project status reports.
- Communicate clearly both orally and in writing; work independently and make sound judgments.
- Interact tactfully and effectively with City employees and others.
- Provide technical advice and consultation to ensure efficient computer utilization.
- Stay current with new technological developments.
- Troubleshoot and repair single-user computer problems.
- Establish priorities; respond to deadlines and time restrictions.
- Acquire a thorough knowledge of applicable City policies.
- Communicate effectively in writing, orally, and with others to assimilate, understand, and convey information, in a manner consistent with job functions.
- Create and prepare a variety of written procedures and policies.
- Represent the City and the department effectively in contacts with representatives of other agencies, City departments, and the public.
- Work with vendors to ensure that delivery and service meet customer needs.
- Establish and maintain cooperative relationships with those contacted in the course of the work, such as with employees, labor unions, officials, contractors, and the public.
- Take a proactive approach to customer service issues.
- Work in a safe manner, modeling correct City safety practices and procedures; recognize, correct, and report safety hazards.
- Maintain confidentiality regarding sensitive information.

Skill in:

- Entering data into standard computer format with speed and accuracy sufficient to perform assigned work.
- Rapid note taking and accurate transcription of own notes.

Experience and Education

Any combination of experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:

Experience:

One year of progressively more responsible municipal experience installing, configuring, troubleshooting, and repairing single-user desktop computer systems.

Training:

An associate's degree from an accredited college with major coursework in computer science, electronics technology, or related field.

License and Certificate

All licenses and certificates must be maintained as a condition of employment.

- Possession of, or ability to obtain, a valid, appropriate California driver's license and a satisfactory driving record.

Special Requirements

Essential duties require the following physical skills and work environment

Physical Skills:

Able to use standard office equipment, including a computer; sit, stand, walk, kneel, crouch, stoop, squat, crawl, twist, and climb; lift and carry 50 pounds; distinguish among various colors; distinguish various computer generated auditory signals; use common hand tools; vision to read printed materials and a computer screen; hearing and speech to communicate in person, over the telephone, and to provide training and make public presentations.

Work Environment:

Mobility to work in a typical office environment and/or field setting; exposure to confining workspace and electrical hazards.

Ability to:

Travel to different sites and locations; drive safely to different sites and locations; maintain a safe driving record; maintain a clean and neat appearance; work protracted and irregular hours; respond to a pager; take 24-hour on-call and stand-by; attend evening meetings.

Additional Information:

- Approved: August 2000
- Revised Date: July 2001, September 2001; September 2002, June 2003, April 2008, October 2012, March 2023
- Former Titles: Information Services Technician
- Abolished:
- Bargaining Unit: Teamsters/Confidential (as of 4/08) (formerly with AFSCME)

- DOT: No
- Status: Classified/Non-exempt
- Job Code: O525