JOB DESCRIPTION

Title: Computer Support Technician
FLSA Status: Non-Exempt

Department: Finance
Reports to: Information Systems/GIS Manager

The City of Burien believes that each employee makes a significant contribution to our success. This job description is designed to outline primary duties, qualifications and job scope. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

General Position Summary

The Computer Support Technician will provide customer service and technical support for the installation and maintenance of the City's computer operating systems, peripheral equipment and telecommunication systems. In addition, the Computer Support Technician will provide assistance and training in the use of computers and peripheral equipment.

Essential Functions

- Provides help desk technical support, and/or responds to trouble reports from customers regarding phones, personal computers, and printers.
- Perform desktop troubleshooting to isolate and diagnose common hardware and software problems; correct problems and follow up with users as necessary.
- Provide technical support to users; answer questions, respond to complaints and resolve problems related to software and hardware malfunctions.
- Repair or arrange for repairs related to software and hardware malfunctions.
- Perform preventative equipment maintenance.
- Install and configure various desktop hardware and software components.
- Upgrade software on workstations.
- Assist with equipment maintenance, including but not limited to file server backup, network virus scans, maintenance of email system, and maintainance of users in Active Directory.
- Updates and integrates computers, workstations, communications equipment and peripherals; verifies functionality, compatibility, and performance of computers and communication systems.
- Conduct individual and small group computer software and hardware training.
- Prepare and maintain a variety of records, reports and logs.
- Perform other duties as assigned.

Secondary Functions

- Assist with server administration.
- Assist with special IT project planning efforts.
- Research Public Disclosure Requests using special email archiving system software.
- Assist with City website administration.
- Serve on and participate in various employee committees.

Job Scope

Position involves a moderate degree of complexity. Incumbent receives moderate supervision, determines own practices and procedures, and contributes to the development of new concepts.

Interpersonal Contacts

Contacts are normally made with others within the organization.

Specific Job Skills

Knowledge of:
- Components, functions and capabilities of the City's operating system.
- System utilities, design and program applications.
- Operation, capabilities and limitations of computer and peripheral equipment.
- Methods and practices of hardware and software installation.
- Various software applications including Microsoft Office.
- Current technological advances such as wireless communication.
- Correct English language usage, grammar, spelling, punctuation and vocabulary.

Ability to:
- Accurately troubleshoot hardware and software related problems.
- Analyze aand describe problems to lay users.
- Install, monitor, maintain and troubleshoot the City's computers, software, applications, printers, modems and other peripherals related to the network.
- Maintain current knowledge of technological advances in the field.
- Research system errors and coordinate corrective action.
- Prioritze workload and requests.
- Communicate effectively both orally and in writing.
- Work cooperatively with others using tact, patience and courtesy.
- Demonstrate attention to detail.
- Exercise individual initiative and discretion in confidential matters.
- Understand, interpret and efficiently carry out complex oral and written instructions.
- Work independently from general instructions and broad work expectations.
- Manage multiple projects simultaneously.
- Work efficiently in a fast-paced work environment subject to frequent interruptions.
- Meet deadlines.

Mental Activities:
Position requires continous interpersonal skills; frequent decision making, use of discretion, independent judgment and/or action, problem analysis, customer service, ability to read, speak, and understand English; occasional teamwork, presentations/teaching, training/supervising, creativity, negotiation, ability to write English and perform basic math; and rare mentoring and advanced math.

Physical Activities:
Position requires frequent hearing, talking, sitting, fingering, and repetitive motions of hands and wrists; occasional standing, walking, stooping, reaching, feeling, kneeling, handling, and bending; and rare crawling, climbing, and repetitive motions of feet. Position requires the ability to push, pull, lift and carry forty pounds.

Education and/or Experience
An Associate degree in computer science, system design and support, or related field AND a minimum of one year related network and operating systems experience. A combination of experience and training that provides the applicant with the knowledge and skills to perform the job will be considered.

Special Requirements
- Successful completion of pre-employment background check.
- Valid Washington State Drivers License with satisfactory driving record.
- A+ Certification preferred.
- Microsoft Certified Professional (MCP) certification preferred.

Job Conditions

The work is generally performed in an office environment with extensive work performed at a personal computer. The incumbent in this position will also be required to drive to off-site locations. Noise level is moderate.

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