SANDY CITY
APPROVED CLASS SPECIFICATIONS

I. Position Title: IS Technician I - Helpdesk Support

Revision Date: 8/02
EEO Code: Technician
Status: Non-exempt

II. Summary Statement of Overall Purpose/Goal of Position:

Under the direction of the IS Director, assists with ongoing product support, training and customer support.

III. Essential Duties:

- Staffs helpdesk line and respond to user requests as first level of support.
- Assists with the installation of new systems.
- Provides training to end users relating to information technology.
- Assists with the system operation of Local Area Networks (LANs), Wide Area Network (WAN), GIS and other systems.

IV. Marginal Duties

- Performs other duties as assigned.

V. Qualifications:

Education: Associate degree in computer science, information technology , management information systems or related field.

Experience: One year experience supporting customers using PC's, LANs, and GIS. May substitute on a year for year basis any equivalent combination of education and experience.

Knowledge of: LAN, and GIS PC operating systems (WINDOWS) and components including processors, mother boards, accessories, cards peripherals; PC/LAN application software including word processing, spreadsheets, and database management.

Responsibility for: Responsibility for the care, condition, and use of expensive City computer equipment.

Communication Skills: Ability to communicate verbally and in writing; ability to follow complex written and oral instructions; extensive contact with end users.

Tool, Machine, and Equipment Operation: Requires use of PC's, printers, and telephone system.

Analytical Ability: Walk users through trouble shooting and configuring software systems over the phone. Operate a variety of computer equipment and software; understand and follow oral and written instructions; explain technical material in layman terms; develop effective working relationships with customers, co-workers and Administration.

VI. Working Conditions:

Moderate mental effort is required daily; some pressure is generated by contact with other departments; work is confined to an office setting.

The above statements are intended to describe the general nature and level of work being performed by the person(s) assigned to this job. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required of personnel so classified. The approved class specifications are not intended to and do not infer or create any employment compensation, or contract rights to any person or persons. This updated job description supersedes prior descriptions for the same position. Management reserves the right to add or change duties at any time.