


CITY OF MARYSVILLE AGENDA BILL

EXECUTIVE SUMMARY FOR ACTION

CITY COUNCIL MEETING DATE: February 12, 2018

AGENDA ITEM:	
Authorizing an increase in hours for the Computer Support Technician from .75 FTE to a full FTE.	
PREPARED BY:	DIRECTOR APPROVAL: 
Worth Norton	
DEPARTMENT:	
Finance / Information Services	
ATTACHMENTS:	
None	
BUDGET CODE:	AMOUNT:
50300090	16,965.00
SUMMARY:	

Currently the Information Services department has a vacant .75 FTE computer support position. This position became vacant on January 19, 2018.

There is a significant need for additional hours in the Information Services department to help reduce overtime and improve customer service. By increasing this position's hours to full time, Information Services will be able to help reduce a backlog of support tickets and entice a greater pool of applicants to fill the vacant position.

As this position is currently a .75 FTE, most benefits are already being paid so the increased cost is primarily salary and taxes.

RECOMMENDED ACTION: City staff recommends that the City Council authorize the increase in hours for the Information Services Computer Technician from a .75 FTE to a full FTE.
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**City of Marysville
JOB DESCRIPTION**

Job Title: Computer Support Technician
Department/Division: Finance Department / Information Services
Reports To: Information Services Manager
FLSA Status: non-exempt
Union Status: non-union
Approval/Revision Date: February 2018

POSITION SUMMARY:

This position provides technical help desk assistance to desktop computers users and performs routine maintenance to computer systems. Positions in this class perform a variety of routine technical support tasks for users of personal computer hardware, software, peripheral devices, VoIP phones, and cell phones.

The work performed by this class is routine and repetitive, and while incumbents may operate independently, supervision or guidance is readily available, their work may be reviewed frequently, and decisions are generally limited to minor changes in routine.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Other duties may be assigned as needed.

1. Responsible for help desk functions including expediting requests to the appropriate IT personnel and tracking help desk requests.
2. Troubleshoot problems with desktop computer systems, software applications, and peripheral devices; make needed repairs and adjustments.
3. Install and set-up new desktop computer systems, software applications, PC peripheral devices.
4. Assist with routine maintenance on city websites including SharePoint.
5. Perform preventive maintenance on desktop computer systems and peripheral devices.
6. Maintain inventories of software, computers and phones.
7. Perform basic user account administration, such as password resets.
8. Administer and deploy VoIP and wireless phones.
9. Train users on basic PC software, email, and phone systems.

KNOWLEDGE, SKILLS AND ABILITIES:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Knowledge of:

- Operations of a variety of desktop computer systems, software applications, and peripheral devices.
- Basic phone and data wiring including general knowledge of LAN operations.
- Intermediate to advanced use of all Microsoft Office products.
- SharePoint, HTML, web site design and graphics.

Ability to:

- Diagnose problems with desktop computer systems, software applications, peripheral devices, and phones and identify and implement effective solutions.
- Provide excellent customer service under sometimes stressful situations.
- Communicate effectively, orally and in writing.
- Prioritize projects and requests for assistance and work on multiple projects in the same timeframe.
- Establish and maintain effective working relationships with city staff, city officials, the public and other agencies.
- Maintain confidentiality of business records and other information.

QUALIFICATIONS:

A combination of the experience, education, and training listed below which provides an equivalent background to perform the work of this position.

Experience:

- Two years of experience installing and/or maintaining Windows workstations and supporting users on PC software.
- Web site design experience desirable.
- Two years of customer service experience providing services by phone and in person.

Education and Training:

- High school diploma or GED is required.
- Associate of technical arts degree in computer information is desired.

Licenses or Certificates:

- A+ certification or Microsoft coursework is desired.
- Possession of, or ability to possess within one month of hire date, a Washington State driver's license is required.

Other:

- Must be able to pass an extensive fingerprint background check.

PHYSICAL DEMANDS / WORKING CONDITIONS:

The physical demands and characteristics of the work environment described here are representative of those occurring in the performance of the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the essential functions of this job, the employee is frequently required to stand; walk; sit; use hands to finger, handle, or feel objects, tools, or controls; and talk

or hear. The employee is occasionally required to reach with hands and arms and stoop, kneel, crouch, or crawl. The employee must frequently lift up to 10 pounds; occasionally lift 10 to 20 pounds; and rarely lift and/or move 20 to 50 pounds (employee may ask for assistance).

Specific vision abilities required by this job include close vision, color vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus. While performing the duties of this job, the employee is occasionally exposed to toxic or caustic chemicals, i.e. copier toner.

This position works in an office, and the noise level in the work environment is usually low to moderate.

This position works a regular schedule; however, incumbents may be required to work some holiday, evening and/or weekend hours to respond to emergencies and/or to implement specific projects.

This position description generally describes the principle functions of the position and the level of knowledge and skills typically required. It does not constitute an employment agreement between the employer and employee, and it is subject to change as the needs of the employer and the requirements of the job change.