Information Systems Technician

Salary: $3,785 - $5,348 Monthly
Job Type: Full Time
Department: Information Systems
Benefits: Benefits Eligible

The Position

Under general supervision, performs a variety of technical duties in support of the Town's management information system; provides technical support to users; troubleshoots hardware and software problems associated with the Town's computers and related equipment; installs hardware equipment and software applications; and performs related work as required.

Job Functions

- Sets up and moves workstations; supplies workstations with computer peripherals, accessories, connections, and telephones; installs, maintains, and troubleshoots voice connections, cabling, instruments, and switches; tests and certifies each installed connection.
- Evaluates and diagnoses computer hardware and software problems associated with the Town's computers and related equipment; performs diagnostic testing; repairs equipment.
- Installs and supports new hardware and new and/or upgraded versions of software applications.
- Performs routine tasks of local area network (LAN) and wide area network (WAN) administration; follows a computer maintenance schedule; performs minor maintenance and servicing on computer hardware, including changing toners in printers.
- Communicates and interfaces with end users; instructs end users concerning computer systems, hand-held devices, and software applications.
- Stays abreast of current trends and developments in the field of computer software programs and networking systems on a variety of hardware operating systems.
- Researches, evaluates, and recommends computer equipment and supplies.
- Performs systems backup and maintains storage system for such records.
- Orders and maintains inventory, tracks, and receives a variety of telecommunications and computer systems equipment, software applications supplies, training materials, and related needs adhering to established purchasing policies.
- Assists in the development of, maintains, and enforces information technology operational policies and procedures.
- Maintains and modifies system and user-end security, access-control security system, databases, records, and websites.
- Issues hardware equipment and computer literature for checkout.
- Produces and distributes statistical data, reports, and computer printouts.
- Supports and maintains audio/visual systems and broadcast systems.
- Performs other duties as assigned.

Qualifications

Equivalent to the completion of an Associate's degree in computer science or equivalent certification programs, data processing, or a related field, and two (2) years of recent related experience in personal computer system installation and customer support.
License: Valid California class C driver's license with satisfactory driving record.

Selection Process

A completed Town employment application is required by the close of recruitment. Recruitment will close on October 13, 2017 at 4:30 pm. The successful candidate must pass a physical exam and Department of Justice background check. Application package is available at Town of Apple Valley, 14955 Dale Evans Parkway, Apple Valley 92307, or on our website at www.applevalley.org. The Town of Apple Valley participates in the E-Verify program.

The Town of Apple Valley does not discriminate on the basis of age, sex, race, religion, national origin, marital status, sexual orientation, or handicap status in its employment actions. If applicant has a disability that may require an accommodation, please contact Human Resources in writing at time application is submitted. The Town of Apple Valley participates in the E-Verify program.