



# IS Technician

<b>Salary:</b>	\$18.35-\$20.19 (DOQ)	<b>Opening Date:</b>	2/11/2019
<b>Status:</b>	Full-time	<b>Closing Date:</b>	2/24/2019
<b>Work Hours:</b>	M-TH 8am-6pm; Fri-off at 12pm	<b>Department:</b>	Administrative Services
<b>Work Location:</b>	South Jordan City Hall	<b>Supervisor:</b>	Chief Technology Director

**Special Notes:** *The salary range for this non-exempt position begins with \$18.35 up to \$20.19 hourly. The starting pay will be commensurate with qualifications of the relevant knowledge and experience of the candidate selected. Please review the job description for a complete list of essential job functions*

## THE PURPOSE

Perform a variety of administrative and technical duties related to the administration, operation and maintenance of city-wide information technology systems and voice/text communication systems.

## MINIMUM QUALIFICATIONS

Education and Experience: Associates Degree from a regionally accredited college or university with major course work in in computer science, information technology or other related field and, one (1) year of experience related to above duties.

Special Qualifications: Valid Utah Class D Driver License.

Preferred: Bachelors degree from a regionally accredited college or university with major course work in computer science, information technology, or other related field.

## KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of advanced principles and operating procedures of computer systems and related equipment; personal computer hardware and software products, peripheral equipment and its interface with a mainframe; operational characteristics, services and activities of an agency-wide computer program. Skill with common office desktop applications such as word processing, spreadsheets, databases, e-mail, graphics, etc.; proven trouble-shooting techniques; skill with local area networks (LAN) and wide area networks (WAN).

Ability to understand network protocol & communication concepts; familiar with data back-up and security concepts; understand common printing technologies; familiar with web-based publication/web hosting and Internet technologies; familiar with voice communications systems such as PBX switches; possess knowledge of electronic technologies and basic electronic theory. Ability to communicate effectively both oral/written; possess strong problem solving skills; display leadership and organizational skills; ability to multi-task and manage time effectively under minimal supervision; be self-motivated; recognize work-flow inefficiencies, recommend, and be able to plan and implement effective solutions; be supportive of team goals and be able to work in a team environment.

Ability to work quickly and accurately under time pressures to meet deadlines; ability to develop and maintain effective work relationships with co-workers and the public. Must display strong customer service skills.

## BENEFITS

- Health benefits including medical, dental, vision, and term life insurance
- Accrued vacation and sick leave
- 401(k) or 457 retirement match
- Pension through Utah Retirement Systems
- Tuition Reimbursement
- Fitness Center Membership

**NOTE:** Interested candidates must complete and submit a South Jordan City application and current resume to Human Resources through the website at [jobs.sjc.utah.gov](http://jobs.sjc.utah.gov). A complete list of essential functions and minimum requirements of this position may be viewed on the job description, which is also located at the above-mentioned website. To request accommodation under Americans with Disability Act please contact the City's EEO Program Manager at 801-254-3742 ext. 1852.

*It is the policy of the City of South Jordan to provide equal employment opportunity in City government for all persons; to prohibit discrimination in employment on the basis of race, color, sex, national origin, religion, age, marital status, pregnancy, genetics, or disability*

# South Jordan City

## Job Description

**Title:** I.S. Technician  
**Org:** 100310  
**Pay Grade:** 11

**Effective Date:** 2/7/19  
**FLSA:** Non-Exempt  
**Workers Comp:** Municipal

### GENERAL PURPOSE

Perform a variety of administrative and technical duties related to the administration, operation and maintenance of city-wide information technology systems and voice/text communication systems.

### SUPERVISOR

Chief Technology Director

### POSITION(S) SUPERVISED

None

### ESSENTIAL JOB FUNCTIONS

Meet performance standards established with the employee's manager.

Job attendance is required, except for authorized leave.

Provide computer hardware and software applications support to South Jordan City employees.

Perform daily account administration, troubleshooting, upgrading and general use of the latest products used internally by the city.

Assist customers in resolving network, Internet/intranet connectivity issues.

Process escalation and notification of issues to the appropriate personnel.

Support computer users' needs/questions regarding the usage of common office desktop applications such as word processing, spreadsheets, databases, e-mail, graphics, web applications, etc.

Perform other duties as assigned.

### MINIMUM QUALIFICATIONS

1. Education and Experience:
  - A. Associates Degree from a regionally accredited college or university with major course work in computer science, information technology or other related field
  - AND
  - B. One (1) year of experience related to above duties;
2. Special Qualifications:

Valid Utah Class D Drivers License  
Bachelors degree from a regionally accredited college or university with major course work in computer science, information technology, or other related field preferred.

3. Knowledge, Skills and Abilities:

Knowledge of advanced principles and operating procedures of computer systems and related equipment; personal computer hardware and software products, peripheral equipment and its interface with a mainframe; operational characteristics, services and activities of an agency-wide computer program.

Skill with common office desktop applications such as word processing, spreadsheets, databases, e-mail, graphics, etc.; proven trouble-shooting techniques; skill with local area networks (LAN) and wide area networks (WAN).

Ability to understand network protocol & communication concepts; familiar with data back-up and security concepts; understand common printing technologies; familiar with web-based publication/web hosting and Internet technologies; familiar with voice communications systems such as PBX switches; possess knowledge of electronic technologies and basic electronic theory.

Ability to communicate effectively both oral/written; possess strong problem solving skills; display leadership and organizational skills; ability to multi-task and manage time effectively under minimal supervision; be self-motivated; recognize work-flow inefficiencies, recommend, and be able to plan and implement effective solutions; be supportive of team goals and be able to work in a team environment.

Ability to work quickly and accurately under time pressures to meet deadlines; ability to develop and maintain effective work relationships with co-workers and the public.

Must display strong customer service skills.

4. Working Conditions:

Incumbent of the position provides service to all City facilities. Tasks require a variety of physical activities, involving limited muscular strain, such as lifting & transporting small electronic equipment, stooping, crawling, sitting, reaching, twisting, talking, hearing and seeing. Common eye, hand, and finger dexterity exist. Mental application utilizes memory for details, verbal instructions, emotional stability, critical thinking and guided problem solving. Frequent local travel may be required.

*The above statements are intended to describe the general nature and level of work being performed by person(s) assigned to this job. They are not intended to and do not infer or create any employment, compensation, or contract rights to any person(s). This job description reflects management's assignment of essential functions; it does not prescribe or restrict the tasks that may be assigned. This updated job description supersedes all prior descriptions for the same position.*

*Human Resources Use Only*

<b>Job Class:</b>	<b>Municipal Non-Exempt</b>	<b>EEO-4 Class:</b>	<b>Tech</b>
<b>Location:</b>	<b>Information Services</b>	<b>EEOP Class:</b>	<b>Tech</b>
<b>Group/BU:</b>	<b>General Pay Plan</b>	<b>Tech-Net Match:</b>	<b>870</b>