

POSITION DESCRIPTION FOR WORKSTATION SUPPORT TECHNICIAN II

POSITION PURPOSE:

Under the supervision of the MIS Director, the Workstation Support Technician provides PC hardware and software support.

ESSENTIAL DUTIES:

Diagnose and troubleshoot various technical problems with motherboards, sound cards, graphic cards, hard drives, floppy drives, CD-ROM drives, NICs, memory, modems, monitors, and printers.

Provide LAN/WAN technical support for customers by diagnosing and troubleshooting various network connection problems with NICs, hubs, cabling/wiring, on-site and remote client/server access, and provide limited network administration support for Microsoft Exchange accounts.

Provide support for custom, third party department specific software and databases including AssessPro, SCI, Epitome, Stellar, and EventPro.

Convert data, design, development, training, and quality assurance for GIS software systems applications.

Develops, implements, and maintain GIS data and its organizational structure/database environment. Analyze and interpret spatial data used in the production of maps, reports, and other products.

Work with city departments in the development of their GIS plans, goals, and objectives.

Database manipulation and data entry; and maintaining records of installed infrastructure.

Provides training for staff in the use of GIS.

May participate in special projects working with special requests, special report preparations, and GIS presentations.
Performs related work as required.

Maintain an acceptable and reliable attendance record.

ASSOCIATED DUTIES:

Other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

Bachelors degree in Computer Science or related discipline with two years of information technology experience required. Demonstrated aptitude in the field of local area networks, personal computer hardware, and peripherals. Employer will accept two years of additional information technology experience in lieu of degree. MCSE certification preferred.

Advanced knowledge of ERSI GIS is highly recommended.

Ability to consistently follow oral and written instructions and procedures.

Maintains a professional appearance and demeanor, and possesses excellent oral, written, and organizational skills.

PHYSICAL DEMANDS OF THE POSITION:

Sitting and typing at a terminal while viewing a computer screen. Must lift, carry, or pull up to 50 pound boxes of paper and equipment as necessary.

ENVIRONMENTAL/WORKING CONDITIONS OF THE POSITION:

Sitting at a desk in an air-conditioned office. Ability to travel (walk or drive) to any City building to support user departments.

EQUIPMENT USED:

Telephones and computer terminals with associated peripherals.

ADA POLICY:

It is the policy of the City of Racine to comply with the Americans with Disabilities Act of 1960, to provide equal opportunity for people with disabilities.

Revised 3/02/10 Reviewed 2/10

Updated 1/26/15