

South Jordan City

Job Description

Title:	Senior IS Technician	Effective Date:	6/25/2023
Org:	100310	FLSA:	Exempt/Computer Employee
Pay Grade:	GS18	Workers Comp:	Clerical

GENERAL PURPOSE

Perform a variety of system administrative, operational, and technical duties related to organizing and implementing the city-wide information technology systems. Ensure safety and security of sensitive city data. Ensure the appropriate usage of information systems among employees by enforcing standards, policies and procedures. Assist in providing technical knowledge to junior staff members.

SUPERVISOR

Director of Information Technology

POSITION(S) SUPERVISED

None

ESSENTIAL JOB FUNCTIONS

Meet performance standards established with the employee's manager.

Job attendance is required, except for authorized leave.

Coordinate with Information Technology staff of other government agencies, and VECC

Ensure compatibility of new technology with existing technologies

Ensure proper software licensing documentation of standardized city-owned software

Oversee major maintenance scheduling

Maintain an accurate asset inventory evaluation of Information Systems / communication-related equipment

Deployment of City-owned software for optimum maintainability

Provide regular project and task status updates and advises appropriate departments and individuals of potential problems or delays

Research and attends periodic technical training to maintain knowledge of technological advances

Research and proposes major and minor system upgrades to maintain compatibility with technological advances

Responsible for enterprise applications database and hardware operations as assigned.

Some, 40% or less of the essential job duties may be performed regularly from a remote location upon authorization

Perform other duties as assigned.

MINIMUM QUALIFICATIONS

1. Education and Experience:

A. Bachelor's Degree from a regionally accredited college or university with major course work in computer science, information management, or a related field;

AND

B. Seven (7) years related work experience;

2. Special Qualifications:

Valid Utah Class D Drivers License

Experience using Munis and CityView software preferred

3. Knowledge, Skills and Abilities:

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; Must be experienced with common office desktop applications such as Word Processing, Spreadsheets, Databases, E-Mail, Graphics, etc.; Proven trouble-shooting techniques; Must have technical experience with local area networks (LAN) and wide area networks (WAN); Must understand network protocol & communication concepts; Must be familiar with data back-up and security concepts; Should understand common printing technologies; Should be familiar with web-based publication / web hosting and Internet technologies; Should be familiar with voice communications systems such as PBX switches; Should possess knowledge of electronic technologies and basic electronic theory

Must display effective oral / written communication skills; Must possess strong problem solving skills; Must display leadership and organizational skills; Must be able to multi-task and manage time effectively under minimal supervision; Must be self-motivated; Should be able to recognize work-flow inefficiencies, recommend, and be able to plan and implement effective solutions; Should 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 elected officials, professionals, and fellow employees

4. Working Conditions:

Incumbent of the position provides service to five 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

Job Class:	Clerical Exempt	EEO-4 Class:	Prof
Location:	Information Services	EEOP Class:	Prof
Group/BU:	General Pay Plan	Tech-Net Match:	880