

City of Claremont, New Hampshire Position Description

Position Title:	Information Systems II	Union/Merit:	Merit
Reports to:	Finance Director	Grade Level-Points:	10-655
Department:	Finance	Revised/Updated:	11/26/2012
FLSA Status:	Exempt		

Job Summary

Serves as the City's computer system/network administrator with absolute access to all applications under the City's administrative umbrella. Instructs and supports all city personnel in basic operation of the computer system's and application programs.

Analyzes information system requirements to plan information systems that will provide capabilities required for projected workloads. Plans layout and installation of new system or modification of existing system by performing the following duties. Work is performed under the general direction of the Finance Director.

Essential Job Functions (Except as specifically noted, the following functions are considered essential to this position. The listed examples may not include all duties found in this class)

1. Evaluate the City needs and system functionality.
2. Ensure that IT facilities meet the needs of departments, individuals and projects.
3. Planning, developing and implementing the IT budget, obtaining competitive prices from suppliers, where appropriate, to ensure cost effectiveness.
4. Scheduling upgrades and security backups of hardware and software systems.
5. Researching and installing new systems.
6. Ensuring the smooth running of all IT systems, including anti-virus software, print services and email provision.
7. Ensuring that software licensing laws are adhered to.
8. Providing secure access to the network for remote users.

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The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The use of an 8 hour day is to show the typical condition requirements for sitting walking and standing and should not be construed that all jobs are 8 hours.

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9. Ensuring the security of data from internal and external attack.
10. Providing users with appropriate support and advice.
11. Managing crisis situations, which may involve complex technical hardware or software problems.
12. Mentoring and training new IT support staff
13. Evaluates factors such as number of departments serviced by data processing equipment, reporting formats required, volume of transactions, time requirements and cost constraints, and need for security and access restrictions to determine hardware configurations.
14. Analyzes information to determine, recommend, and plan layout for type of computers and peripheral equipment, or modifications to existing equipment and system, which will provide capability for proposed project or workload, efficient operation, and effective use of allotted space.
15. Monitors functioning of equipment to ensure systems operate in conformance with specifications.
16. Create departmental procedure.
17. Evaluate software for purchase or upgrade.
18. Prepare the technical data needed for external bids.
19. Troubleshoot and resolve network outages.
20. Maintain and upgrade PC workstations and network services.
21. Perform upgrades/installations and maintenance of software/hardware for any City computer application or operating system/networks, citywide.
22. Provide employee technical training.
23. Produce and maintain a disaster contingency and recovery plan
24. Serves as the city's contact for computer systems representatives and service operators.

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25. Maintains systems parameters for operation of the system.
26. Prepares the technical data needed for external bids for new software/hardware programs.
27. Works closely with vendors regarding computerized operations within the City of Claremont.
28. Evaluates department needs for computer hardware, software and training; makes recommendations for meeting those needs.
29. As applicable to department software requirements, inputs on-line or batch commands and maintains a log of batch up-date runs and backups all city computer systems as required.
30. Instructs and trains office personnel in computer usage. May also evaluate personnel on system knowledge.
31. Responsible for the technical aspects of city web site.
32. Assist in budget preparation for Information Systems area.
33. Performs other related duties as assigned.

Peripheral Duties

Attend council meetings as requested.
Perform the duties of subordinate personnel as needed.
Analyze and recommend improvements to equipment and facilities, as needed.
Participate in various committees.

Desired Minimum Qualifications

Education and Experience:

Bachelor's Degree in Computer Science, or Computer Management with a minimum of ten (10) years of extensive experience in varied computer applications, skills in training of basic Microsoft programs and a minimum of three (3) years of supervisory experience; *OR* any equivalent combination of education and experience which demonstrates the possession of the required knowledge, skills and abilities.

Necessary Knowledge, Skills and Abilities:

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Knowledge of:

- Thorough generalized knowledge of information management.
- Considerable knowledge of the City's operational computer systems/networks.
- Experience with computer assisted mass appraisal software.
- Experience with GIS and CAD software.
- Experience with Microsoft software.
- Experience with Muni-Smart software.
- Thorough generalized knowledge of information management.
- Considerable knowledge of the City's operational computer systems/networks.
- Thorough knowledge of applicable laws, ordinances, and department rules and regulations.

Ability to:

- Establish and maintain effective working relationships with other city employees.
- Communicate well with the general public, and municipal officials.
- Uphold the ethical standards as set forth by the city.
- Make judgment decisions in situations that may involve stress.
- Prepare, present, understand and follow oral and written informative and instructive material relating to the position.
- Demonstrated ability to communicate both orally and in writing.
- Maintain electronic and written records and prepare reports and to document any and all information pertaining to the activities and responsibilities of the position.
- Maintain effective working relationships with department heads, employees, City Council and the public and to deal with service problems courteously and tactfully.

Skill in:

- Generalized knowledge of Microsoft Office Suites 97, 2000 Professional and continue knowledge as new products come onto the market.
- Proficiency in Operating Systems such as; Windows 98, Windows 2000, Windows XP, Windows NT, Windows NT Server, Microsoft BackOffice Small Business Server, MS-Exchange
- Linux base hardware
- Experienced in connectivity protocols such as, TCP/IP, Dialup networking LAN/WAN.
- Experienced in ISDN and T1 line connectivity.
- Capable of updating network servers, routers and switches, as well as company Internet and Intranet sites.
- Using tact, discretion, initiative and independent judgment within established guidelines.
- Organizing work, setting priorities, meeting critical deadlines, and following up assignments with a minimum of direction.

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- Applying logical thinking to solve problems or accomplish tasks; to understand, interpret and communicate complicated policies, procedures and protocols.
- In updating of RAM, BIOS, NIC card, and hard drive hardware as well as installation of software utilities on desktops.
- Making and verifying arithmetical computations with accuracy and speed.
- The use of the tools and equipment listed below.

Supervision Received

Works under the general supervision of the Finance Director or other higher level management supervisor. Assigned work is performed independently following established routines and procedures. Advice and assistance are available when unusual or difficult matters arise and the employee is expected to recognize such situations and bring them to the supervisor's attention. The work is reviewed for accuracy and compliance with instructions on a spot check-basis, observation or subsequent processing.

Supervision Exercised

An incumbent may or may not supervise others, but in any event the element of supervision is minimal, usually not more than two subordinate employees being involved. Because the incumbent does make decisions that are far-reaching, the work directly impacts the management of the entire agency.

Responsibility for Public Contact

Daily contact requiring courtesy, discretion, and sound judgment. Important that the incumbent maintain a positive attitude when dealing with those in his/her care.

Licensing & Certification

Must maintain any required approvals and designations as required.
Must maintain a valid motor vehicle operator's license.

Tools & Equipment Used

Personal computer including Microsoft Office software, accounting software, microfilm/fiche reader, motor vehicle, telephone, typewriter, calculator, copy machine, and fax machine etc

Typical Work Surface(s): Standard office desk and chair; tables; computer work station, wood, tile, cement and carpeted floors.

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Typical Controls & Equipment: Calculator, computer, printers, telephone, typewriter, copy machine, fax machine, postage machine, folder/insertor, microfilm/fiche reader, computer mouse.

Typical Work Environment: Inside: 90% Outside: 10%

Summary of Occupational Exposures: May be exposed to cleaning fluids, copier toner, etc. An incumbent can be engaged in work demanding a great deal of physical application, but is likely to be open to stress situations on a recurring basis. The work environment for this is apt to be varied, ranging from a quiet office to a busy garage. While physical effort can be involved, such items as noise, smells and other disagreeable elements can be present.

The incumbent's working conditions are typically quiet.

Physical Activity Requirements

Primary Physical Requirements

<u>LIFT up to 10 lbs.:</u>	Frequently required
<u>LIFT 11 to 25 lbs.:</u>	Occasionally required
<u>LIFT 26 to 50 lbs.:</u>	Occasionally required
<u>LIFT over 50 lbs.:</u>	Rarely required
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<u>CARRY up to 10 lbs.:</u>	Occasionally required
<u>CARRY 11 to 25 lbs.:</u>	Occasionally required
<u>CARRY 26 to 50 lbs.:</u>	Occasionally required
<u>CARRY over 50 lbs.:</u>	Rarely required
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<u>REACH above shoulder height:</u>	Occasionally required
<u>REACH at shoulder height:</u>	Occasionally required
<u>REACH below shoulder height:</u>	Occasionally required
<u>PUSH/PULL:</u>	Occasionally required

Other Physical Considerations

<u>Twisting:</u>	Occasionally required
<u>Bending:</u>	Occasionally required
<u>Crawling:</u>	Rarely required
<u>Squatting:</u>	Occasionally required
<u>Kneeling:</u>	Occasionally required
<u>Crouching:</u>	Occasionally required
<u>Climbing:</u>	Rarely required
<u>Balancing:</u>	Rarely required
<u>Grasping:</u>	Frequently required
<u>Handling:</u>	Frequently required
<u>Torquing:</u>	Occasionally required
<u>Fingering:</u>	Frequently required

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During an 8-hour Day, Employee is Typically Required To:

	<u>Consecutive Hours</u>	<u>Total Hours</u>
Sit	1 2 3 4 5 6 7 8	1 2 3 4 5 6 7 8
Stand	1 2 3 4 5 6 7 8	1 2 3 4 5 6 7 8
Walk	1 2 3 4 5 6 7 8	1 2 3 4 5 6 7 8

Cognitive and Sensory Requirements:

<u>Talking:</u>	Necessary for communicating with others.
<u>Hearing:</u>	Necessary for taking instructions and information.
<u>Sight:</u>	Necessary for performing job effectively and correctly.
<u>Tasting & Smelling:</u>	Not required for the performance of the functions of this position.

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