

City of Claremont, New Hampshire Position Description

Position Title:	Information Systems I	Union/Merit:	Merit
Reports to:	Network Administrator	Grade Level-Points:	8 - 495
Department:	Finance	Revised/Updated:	08/15/2014
FLSA Status:	Exempt		

Job Summary

This is a technical/operational information systems position with responsibility for the implementation, installation and maintenance of stand-alone computer/network systems throughout the City Government. Individual will instruct and support others in computer operations.

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. Oversees the use and functioning of the computerized department's systems and ensures they are available to be used at their full potential.
2. Maintains systems parameters for operation of the system.
3. Develops and maintains an electronic archiving system.
4. Assists the Network Administrator in preparing the technical data needed for external bids for new programs.
5. Works closely with vendors regarding computerized operations within the City of Claremont.
6. Evaluates department needs for computer hardware, software and training; makes recommendations to the Network Administrator for meeting those needs and implements recommendations by Network Administrator.
7. Prepares and / or reviews a variety of daily, weekly, and monthly reports and other standard documents required by the City of Claremont.
8. Assists department staff in the development of report formats, record keeping procedures, etc.
9. Instructs and trains office personnel. May also evaluate personnel on system knowledge.
10. Assists staff with research projects that may involve the development of specialized information systems.

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11. Oversees the telephone system and works with the city's telecommunications agent and outside vendors to stay abreast of changes in technology.
12. Instructs the city's personnel in the use of Cisco phone and voicemail features.
13. Makes changes to the city's phone structure as needs arise or at the request of a Network Administrator to add or delete lines or services.
14. Maintains systems integrated with the City of Claremont's computers and networks. This includes security cameras, alarm systems and environmental monitoring systems.
15. May assist Network Administrator in budget preparation.
16. 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, Software Engineering or Computer Information Systems with a minimum of five (5) years of extensive experience in varied computer applications, skills in training of basic Microsoft programs; *OR* any equivalent combination of education and experience which demonstrates the possession of the required knowledge, skills and abilities.

Necessary Knowledge, Skills and Abilities:

- Thorough generalized knowledge of information management.
- Considerable knowledge of TCP/IP networking.
- Experience with Microsoft software.

Additional Desired Knowledge, Skills and Abilities:

- Experience with Computer assisted mass appraisal software,

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- Experience with GIS and CAD software
- Experience with MuniSmart Suite software
- 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 Network Administrators, employees, City Council and the public and to deal with service problems courteously and tactfully.

Skill in:

- Generalized knowledge of Microsoft Office Suites 9
- Proficiency in System Software such as; Windows Server 2013/2008/2003, Windows 8/7/XP, Microsoft Exchange 2010 and Microsoft SQL.
- Capable of updating network servers, routers and switches, as well as company Internet and Intranet sites.
- Updating of RAM, BIOS, NIC card, and hard drive hardware as well as installation of software utilities on desktops.
- 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.
- Applying logical thinking to solve problems or accomplish tasks; to understand, interpret and communicate complicated policies, procedures and protocols.

Supervision Received

Works under the general supervision of the Finance Director 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

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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.

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.

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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

<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

<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

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:

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

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