City and Borough Sitka, Alaska

Class Specification

Class Title	**PC Technician/Webmaster**
Class Code Number	**1065**
FLSA Designation	**Non-Exempt**
Pay Grade and Range	**ASEA Bargaining Unit**
Effective Date	**September 2010**

General Statement of Duties

Performs installation and maintenance of PC hardware and software. With consultation from other departments creates and maintains web pages for the City's web site. Performs help desk duties.

Distinguishing Features of the Class

The principal function of an employee in this class is to ensure effective and efficient use of computer technology within the municipal government. The work is performed under the direct supervision of the Information Systems Director some leeway is granted for the exercise of independent judgment and initiative. An employee in this class performs the duties of other employees in the Information Systems Department as required or as assigned by supervisory personnel. In the absence of the Systems Analysis, an employee in this class may temporarily assume full responsibility for assigned duties of the Systems Analysis. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other Department and City employees. The principal duties of this class are performed in both a general office environment and at various work sites throughout the City and Borough.

Examples of Essential Work (Illustrative Only)

- Installs PCs and maintains hardware and software, including Intel based micro computer, Windows and Windows applications and related packages;
- Provide "in-house" computer/network support relating to software and hardware;
- Maintain trouble-log on computer support requests;
- On a limited basis, trains City employees in the use of computers and related systems;
- Assist in backup procedure of network daily;
- Performs basic system operator tasks on NT servers, mail server, and AS/400;
- Provides ongoing analysis and monitoring of Internet and Intranet site;
- Assist the IS Director in gathering information and making decisions relating to the City's Internet site, including, design issues, upgrades, and security;
- With input from department heads, creates web pages for the City's web site;
- Perform duties of Network Administration in the absence of the Systems Analyst;
- Performs troubleshooting and maintenance on existing hardware and software systems;

- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other related duties as assigned.

Required Knowledge, Skills and Abilities

- Thorough knowledge of Personal computers;
- Thorough knowledge of computer related products, including all applicable hardware and software;
- Thorough knowledge of Web page authoring tools, Composer and Dream weaver preferred
- Working knowledge of Client Access for the AS/400;
- Operational knowledge of the IBM AS/400;
- Operational knowledge of Communigate Pro mail server;
- Thorough knowledge of the current practices and principles involved in the installation, repair, customization and implementation of Personal computers;
- Some knowledge of the function and purpose of City and Borough departments, divisions and sections;
- Ability to communicate well with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to prepare and present accurate and reliable reports containing findings and recommendations;
- Ability to operate or quickly learn to operate a personal computer using standard or customized software applications appropriate to assigned tasks;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

- Graduation from an accredited college or university with an Associates of Art's Degree or equivalent in Computer Science, Business Information Systems or a closely related field; and
- Considerable experience in the implementation of information systems; or
- Any equivalent combination of experience, education and training which provides the knowledge, skills and abilities necessary to perform the work.

Required Special Qualifications

None

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to observe information systems;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate computers and related equipment;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to function in a general office experience.

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