CITY OF MOUNTAIN VIEW
CLASS SPECIFICATION

Position Title: Systems Coordinator/Technician	**Job Family:** II
General Classification: Professional	**Job Grade:** 12

Definition: To perform a variety of data management and information systems administration responsibilities in a City operation.

Distinguishing Characteristics: This is an entry-level professional class position which performs technical and administrative computer activities. The assigned duties of this position are of a less-complex nature than higher-level information systems positions, such as Programmer Analyst and Systems Analyst. The Systems Coordinator/Technician is responsible for administration, operation, maintenance, and data reliability of one or more systems used by the assigned area of responsibility. Incumbents are expected to develop a high level of familiarity with assigned systems and disseminate this knowledge to the user community. Supervision is typically provided by a senior analyst or higher-level position.

Examples of Duties: Duties may include, but are not limited to, the following:

1. Install and configure software applications, including database, spreadsheet, word processing, and graphics programs.

2. Establish and maintain system security through appropriate user access.

3. Prepare user guides and procedures and system documentation; and provide or coordinate user training.

4. Develop and generate user-requested reports using data query and access tools.

5. Develop schedules for report generation and system maintenance.

6. Maintain computerized records; ensure data integrity; and establish system back-up procedures.

7. Coordinate data-entry processes.

8. Install upgrades for personal computer and networked system software applications.

9. Assist in the use and troubleshooting of software applications.

10. Develop recommendations for upgrades or replacement of existing hardware and software.

11. Track and coordinate computer equipment maintenance and repair requests.

12. Maintain an inventory of computer equipment and software.

13. Act as division or department liaison to City Information Services staff.

14. Perform other related duties as assigned.

Minimum Qualifications:

Knowledge of: Networked computer system operations; personal computer operation and software, including database, spreadsheet, and word processing packages; information systems security practices and principles; concepts of software and database development; and operation of various types of computer and peripheral equipment.

Ability to: Install, configure, and operate computer equipment and software; instruct users on the proper use and operation of equipment and software; monitor system performance and operations to accurately identify potential hardware and software problems; communicate clearly and concisely, both orally and in writing; and establish and maintain effective working relationships with City staff, vendors, and the public.

Experience and Training Guidelines: Any combination of experience and training will qualify if it provides for the required knowledge and abilities.

Equivalent to an AA degree in information systems or a related field and two years of computer systems support, development, or administration experience.

Required Licenses or Certificates: Possession of a valid California Class C Driver License is required.

Established: July 2000
Revised: March 6, 2001

HRD/CLASS SPECS
Systems Coordinator/Technician