



City of North Charleston

Vacancy Notice

Position: SYSTEMS TECHNICIAN

Department: MIS

Pay Grade: 112 (\$54,483 – \$83,153)

GENERAL STATEMENT OF POSITION

Under occasional supervision, performs routine to complex technical work in the design, maintenance and troubleshooting of computer software, hardware, and network systems. Provides user support and assistance as needed. * *Full Job Description Attached.*

MINIMUM TRAINING, EDUCATION and/or EXPERIENCE:

Requires a technical college diploma in computer technology, computer networking or related field supplemented by two to three years of responsible experience in computer technology, or an equivalent combination of education, training and experience that provides the required knowledge, skills and abilities. Must be able to pass CJS security certification. Possession of or the ability to obtain specific system certifications is desirable.

Posted: 03/25/2024

Deadline: Until Filled

Finisha I. Bennett, SHRM-SCP, MA, MJ
Deputy Director – Human Resources

City of North Charleston
South Carolina

An Equal Opportunity Employer

Job Title:	SYSTEMS TECHNICIAN		Job Code:	788
Core Comp Group	ADMINISTRATIVE		FLSA:	NON-EXEMPT
Pay Grade:	112			
Effective Date	11/10/2021	Revision A: Risk		M. COLE 11/10/2021
Revision B:	KNH 10/25/2023	Revision C:		
FOR DEPARTMENTAL/OFFICE USE ONLY				
Dept.	Management Information Systems		Dept. #	417
Location:	City Hall Building		EM Status:	
Reports To:	Senior Systems Analyst			

Summary Objective

Under occasional supervision, performs routine to complex technical work in the design, maintenance and troubleshooting of computer software, hardware and network systems. Provides user support and assistance as needed.

Essential Functions

The essential functions listed below are those that represent the majority of the time spent working in this class. Management may assign additional functions related to the type of work of the class as necessary.

- Performs routine to complex technical work in the design, maintenance and troubleshooting of computer software, hardware and network systems.
- Develops, designs, modifies and/or installs specialized programs to meet individual departments' needs; converts data as necessary; tests new programs for compatibility with existing workflow.
- Troubleshoots, analyzes and resolves problems associated with computer software, hardware, network and peripheral equipment.
- Performs general clerical duties as required, including preparing records and reports, entering and retrieving computer data, copying and filing documents, answering the telephone, etc.
- Interacts and communicates with various groups and individuals such as the immediate supervisor, co-workers, other City employees, vendors and the general public.
- Receives and responds to inquiries, concerns, complaints and requests for assistance from City staff regarding information technology systems and operations.
- Provides timely and effective user training and support as needed.
- Refers to policy and procedure manuals, computer manuals, schematics, floorplans, architectural drawings, technical manuals, maps, budget documents, etc.
- Operates a vehicle, computer hardware, network hardware, peripheral equipment, fax machine, copier, calculator, telephones, two-way radios.
- Uses clerical and computer supplies, diagnostic tools, small hand and power tools, etc.
- Attends City and staff meetings as required.
- Attends training, meetings, workshops, conferences, etc., as required to enhance job knowledge and skills.
- May be required to work nights, weekends and holidays as may be required to meet the business needs of the City.
- May be designated to report to work during hazardous weather or emergency conditions.
- Performs related work as may be required.

This class description does not constitute an employment agreement between the City of North Charleston and an employee and is subject to change as its needs change.

SYSTEMS TECHNICIAN

Knowledge, Skills and Abilities

- Knowledgeable of the methods, procedures and policies of the City as they pertain to the performance of duties of the Systems Technician.
- Knowledgeable in the laws, ordinances, standards and regulations pertaining to the specific duties and responsibilities of the position.
- Knowledgeable in the areas of computer / network technology and maintenance, information systems management, communications technology, etc.
- Knowledgeable of the standard tools, materials and practices of the industry.
- Knowledgeable of the occupational hazards and safety precautions of the industry.
- Knowledgeable of the terminology and various professional languages used within the department.
- Knowledgeable of modern office practices and technology.
- Knowledgeable of proper English usage, punctuation, spelling and grammar and paying attention to detail in preparing reports and correspondence.
- Skilled in troubleshooting and resolving hardware and software problems.
- Skilled in the care and use of required tools and equipment.
- Able to prepare training materials and provide effective user training and assistance.
- Able to install new equipment and systems.
- Able to learn and utilize new skills and information to improve job performance and efficiency.
- Able to read and interpret technical materials pertaining to the responsibilities of the job.
- Able to assemble and analyze information and make written reports and records in a concise, clear and effective manner.
- Able to communicate effectively both verbally and in writing.
- Able to complete assignments and be personally accountable for all equipment, computers, City vehicles and City property.
- Able to manage time and priorities effectively to achieve objectives.
- Able to be reliable in terms of attendance and punctuality.
- Able to take initiative without the need of direct supervision; make sound judgement decisions in routine and non-routine work assignments and analyze problems or procedures and evaluating alternatives by selecting the best course of action.
- Able to provide excellent customer service to all internal and external customers in the delivery of City services by following through on customer requests in a positive, courteous, timely, respectful and professional manner with the utmost integrity in the best interest of the public.
- Able to demonstrate knowledge of job and work cooperatively and effectively with customers, co-workers, and the public and establish positive working relationships by supporting the organizations decisions, goals and objectives.
- Able to handle stressful situations and react calmly and quickly in emergency situations.
- Able to behave consistently regarding the City's expectations for ethical conduct and present self in a professional and positive manner and accept responsibility for actions.

Minimum Education and Experience Requirements

Requires a technical college diploma in computer technology, computer networking or related field supplemented by two to three years of responsible experience in computer technology, or an equivalent combination of education, training and experience that provides the required knowledge, skills and abilities. Must be able to pass CJIS security certification. Possession of or the ability to obtain specific system certifications is desirable.

Physical Demands

Physical demands refer to the requirements for physical exertion and coordination of limb and body movement.

Tasks involve the ability to exert very moderate physical effort in light work, typically involving some combination of stooping, kneeling, crouching and crawling, and which involves some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight and occasionally heavier weight. Tasks may involve extended periods of time at a keyboard or workstation.

Unavoidable Hazards (Work Environment)

Unavoidable hazards refer to the job conditions that may lead to injury or health hazards even though precautions have been taken.

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Special Certifications and Licenses

- Valid South Carolina Driver's License

Americans with Disabilities Act Compliance

The City of North Charleston is an Equal Opportunity Employer. ADA requires the City to provide reasonable accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

Standard Clauses

This position may be required to be on call during emergency disasters and subject to 24-hour shifts or other emergency schedule that is necessary to meet the City's needs.

May be required to work nights, weekends and holidays to meet the business needs of the City.

This job description is not designed to cover or contain a comprehensive listing of essential functions and responsibilities that are required of an employee for this job. Other duties, responsibilities, and activities may change or be assigned at any time with or without notice.

Essential Safety Functions

It is the responsibility of each employee to comply with established policies, procedures and safe work practices. Each employee must follow safety training and instructions provided by their supervisor. Each employee must also properly wear and maintain all personal protective equipment required for their job. Finally, each employee must immediately report any unsafe work practices or unsafe conditions as well as any on-the-job injury or illnesses.

Every manager/supervisor is responsible for enforcing all safety rules and regulations. In addition, they are responsible for ensuring that a safe work environment is maintained, safe work practices are followed, and employees are properly trained.