



City of Columbus

Applications can be picked up in the Personnel Office at Columbus City Hall, 123 Washington Street, Columbus IN 47201 or obtained online at www.columbus.in.gov on the Career Link.

Date of Request:	August 9, 2019
Date Required:	ASAP
Department:	COLUMBUS CITY UTILITIES, Information Technology Department
Position Classification:	Support Specialist
Position Title:	Computer/Software Technician
Name of Supervisor:	Manager of Information Technology
Salary Range:	Minimum \$37,818 Midpoint \$47,272; Maximum \$56,727
Working Hours:	Monday-Friday, 7:00am – 4:00 pm
FLSA:	Non-exempt
Type of Position:	Full-Time
Application Deadline:	August 23, 2019

Position Summary: Computer/Software Technician will keep Utilities' staff up to speed with the best Information Technology practices, while managing and troubleshooting IT systems. A keen attention to detail and patient demeanor is a must.

Essential (Primary) Duties

Evolving position where primary include the following, but are not limited to:

- Supporting, troubleshooting and repairing Utility billing and financial software including interaction, support and training of users.
- Installing, maintaining, troubleshooting and repairing PC hardware, software and peripherals.
- Working with mobile telephony systems and tools (Android & IOS)
- Monitoring and assisting with web updates and changes on an existing website and payment portal.
- Developing, testing, and implementing IT systems to further business objectives.
- Troubleshooting and debugging IT systems to ensure error-free functionality and end-user satisfaction.
- Managing multiple tasks to deadlines; communicating progress at regular intervals.
- Working with less skilled users and assisting them in meeting their computing needs.
- Experience with Geographic Information System (GIS), preferable Esri ArcGIS.
 - Extracting and analyzing data, providing coordination with consultants and documenting project development.
 - Supporting other Utility departments in producing documents and maps.
 - Identifying projects

- Ensuring as-built information is added to the GIS.
- Revising Esri GIS/Geo database to include as-built information, new fields and tables.
- Working with consultants to review graphic and tabular data.
- Performing informal queries and analyses
- Developing new map layers and plot files for specialized requests.
- Creating and providing one-on-one and group training for GIS users.
- Troubleshooting software for users.
- Exploring other technologies to augment overall data acquisition and distribution.
- Attending and participating in appropriate conferences, seminars and workshops.
- Coordinating IT on hardware, software and network maintenance, upkeep and expansion.

Education and/or Qualifications: Must possess a high school diploma or equivalent. Associate Degree in Computer Technology or Certifications with equivalent IT experience required (3 – 5 years).

Work involves moderately complex, relatively standardized tasks, processes and operations following established laws and procedures. Incumbent works directly with other employees and must be able to meet their concerns, which also requires making sure they know and understand departmental policies as they relate to their questions and / or concerns. Incumbent must possess and maintain required licenses and certifications identified for the job.

Thorough knowledge of departmental customer-related administrative procedures and standards and the ability to apply this knowledge to meet work responsibilities, both efficiently and effectively.

Skills and Experience Requirements: OS: MS Windows 10, Windows Server 2008 and up, Active Directory Software: Esri ArcGis, Word, Excel, Access, Power Point, Publisher, Outlook 2010 and SQL (Sequel). Work order management, customer information systems

Experience with asset management software (LBS GIS preferred).

Ability to confidentially communicate with multiple city departments.

Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence and procedure manuals. Effectively present information and respond to questions from management and users. Must conduct self professionally and maintain a presentable appearance.

Work in a team setting. Good time-management skills. Ability and desire to learn new things. Willingness to take on new job duties. Willingness to assist users at all different levels, professionally and with a pleasant demeanor. Ability to show up to work on time.

May be required to work some over time. Some travel may be necessary.

Judgment: Must have good time-management skills. Must have the ability and desire to learn new tasks, and be willing to take on new job duties.

Relationships Responsibility: Work in a team setting. Good time-management skills. Ability and desire to learn new things. Willingness to take on new job duties. Willingness to assist users at all different levels, professionally and with a pleasant demeanor.

Working Conditions: Must be able to lift hardware and maneuver in tight spaces.

The physical activity expected is climbing gladder, balancing, stooping, kneeling, crouching, crawling, reaching, standing, sitting, walking, pushing, pulling, lifting, fingering, grasping, feeling, talking, hearing and repetitive motions. Vision sufficient for Driver's License, creation and maintenance of documents and using equipment.

Licenses: Must have a valid Indiana Driver's License and maintain at all times. Must have a good driving record, sufficient to be covered by city insurance while on duty

Remarks: Must reside in Bartholomew County or adjoining county within six (6) months of employment. This position is subject to the City's Drug and Alcohol- Free Workplace Program which includes: pre-employment testing, post-accident testing, reasonable suspicion testing, return-to-duty testing and follow-up testing.

Note: *This job description is intended to provide a general overview of typical general duties as well as the complexity of the work to be performed by this staff member. It is not intended as an exhaustive list of all duties, responsibilities, or specific tasks required of this person.*

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M/F/H/V