



City of Lake Oswego, Oregon

Job Description

TECHNICAL SUPPORT TECHNICIAN

FLSA Status: Non-exempt

Union Representation: LOMEA

Salary Grade: 143

Job Code: 2016

Class Summary

Under supervision, performs a variety of moderate to complex technical activities in support of a strategic department- or City-wide program using specific computer equipment and software programs and requiring specialized program, project or functional knowledge.

Distinguishing Characteristics

The Technical Support Technician is a bridge classification between the Administrative Support job series and the Technical Support job series. It is distinguished from Administrative Support by the requirement for more specialized, technical knowledge in a program field.

Essential Duties and Responsibilities

The list of duties is a representative sample of the work appropriate to this class and does not include all the duties that may be assigned to a particular position. The incumbent may perform a combination of some or all of the following duties:

1. Provides daily operational support for business application software program(s) including responding to and resolving routine problems from system users, data entry, monitoring production runs, and printing and distributing reports.
2. Creates and updates graphs, spreadsheets, charts and other related technical documents.
3. Monitors and maintains data bases, project tracking systems and other technical information systems required for studies, projects and programs; may conduct field observations, activate, expire or correct lost or corrupt data.
4. Assists users with operational questions or problems, and in the use of computer software application related to specific activities; provides new user training and ongoing support, to keep all end users apprised of changes and upgrades to the database.
5. Confers with data system users to define application requirements; develops, tests, modifies and implements computer programs to satisfy end users request for reporting purposes.
6. Provides technical graphics, mapping and as-built documentation. Assists staff members as required.
7. Gathers appropriate data and creates forms, work orders, and service requests for Maintenance to use in obtaining information for operational enhancements.

8. Implements asset grouping, routine and preventative maintenance scheduling, activity-based costing, task level management, and historical trends analysis; tracks and closes out Maintenance Service Requests and Work Orders.
9. Performs importing and exporting of Hansen Field Works application as well as technical field verification and support.
10. Coordinates with the IT staff to resolve problems with the system applications; works with the software provider to accomplish modifications and maintenance; recommends security authorization for application access.
11. Analyzes, evaluates, and specifies hardware and software products for use in the data system.
12. Represents the City at conferences on specialized topics and at meetings with appropriate vendors and other government users.
13. May access and modify ESRI and ArcView Spatial data computer models of the City's water, sanitary sewer, storm drainage and street lines in response to requests from city staff and the public.
14. May work outdoors to inspect and gather data related to various infrastructure assets, including but not limited to manholes, storm water inlets, water valves, hydrants, and street signs.
15. Performs other duties of a similar nature or level.

Minimum Qualifications

Knowledge of:

- Asset management systems and their relationships to Graphical Information Systems (GIS).
- Theory, concepts and business application of personal computer systems.
- Database management applications as they are used within the City organization.
- Hardware and software applications related to the functions and operations of the department.
- Related business practices and operations.
- Personal computers and related software applications.

Skills and Abilities to:

- Operate a personal computer and perform software troubleshooting function.
- Analyze and evaluate data, formulate proposals and implement computer system plans.
- Organize and prioritize tasks and assignments.
- Present effective training programs in the use of the Hansen Maintenance system.
- Establish and maintain effective working relationships with employees, public officials, the general public.
- Understand all operational strategies used to meet Engineering Services governmental reporting standards.
- Provide good customer service.
- Comply with safety requirements of the position and actively promote safe work practices.
- Communicate effectively with coworkers, management, elected officials and the general public, and display excellent interpersonal skills and awareness of controversial and/or sensitive issues.

Education, Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is to be a high school graduate or possess a certificate of equivalency upon appointment and though college level or equivalent training in computer science; and training or experience providing knowledge of the function and operations of the department to which assigned; and responsible experience providing support to users.

Licensing and Other Requirements:

Positions in this classification require the ability to possess and maintain a valid driver's license and ability to meet the City's driving standards.

Physical and Mental Demands

Frequent repetitive motions including, but are not limited to, hand, wrist and finger movements; daily walking, reaching, standing, talking, hearing and seeing. Sedentary work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depend, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring department to accommodate the limitation.

Department Director

Date

Human Resources Director

Date

Employee

Date

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.