

PURPOSE OF THE CLASSIFICATION: Under general direction performs administrative tasks involving technical analysis, evaluation, design, maintenance, support, training and performance monitoring of new or modified computer applications, various operating systems, wireless systems and applications; and performs other duties as assigned.

ESSENTIAL TASKS:

- Plans, analyzes, evaluates, programs, and maintains various computer systems (e.g., desktops, laptops, tablets, phones), and wireless systems and applications
- Performs systems analysis and design, including database design
- Performs testing, debugging, and related implementation tasks
- Provides PC and network support for users
- Performs system goal performance reviews to ensure proper functioning
- Performs basic programming, including scripting utilizing JavaScript, PowerShell, or other modern scripting tools
- Modifies, enhances, upgrades and/or adds modules to existing applications; and adapts newly purchased software to hardware used by the department
- Acts as liaison between various City departments, as well as with various vendors and computer service representatives
- Provides instructions and written procedures to both technicians and users
- May provide on-call after-hours support for production systems
- Reports to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Must meet one of the following criteria:

1. a) Completion of sixty (60) hours from an accredited college or university; **and,**
 b) Two (2) years' experience relevant to the essential tasks listed in this job description

2. a) Graduation from high school or possession of a General Education Development (GED) Certificate; **and,**
 b) Four (4) years of experience relevant to the essential tasks listed in this job description

Knowledge, Abilities and Skills:

Knowledge of:

- Good knowledge of at least one (1) generally recognized computer language
- Techniques used in systems analysis and related maintenance procedures

- Considerable knowledge of computer hardware, OS, and wireless systems
- Programming and of scripting concepts and techniques

Ability to:

- Plan, coordinate, evaluate, and lead the work of subordinates or less experienced co-workers
- Recognize, analyze, and solve systems and software maintenance problems immediately, with little supervision
- Communicate effectively, both verbally and in writing
- Document work

Physical Requirements: Physical requirements include arm and hand steadiness and finger dexterity enough to use a keyboard and telephone; occasional lifting up to 50 pounds; occasional carrying up to 40 pounds; occasional pulling up to 5 pounds; may be subject to extended periods of walking, standing, standing, reaching, balancing, bending, handling, feeling, climbing, smelling and twisting; vision, speech and hearing sufficient to perform the essential tasks.

Licenses and Certificates:

- a) Possession of a valid Oklahoma Class "D" Driver license.
- b) Class "C" Water/Wastewater license as issued by the Department of Environmental Quality (DEQ) *(some positions)*

WORKING ENVIRONMENT: Working environment is primarily indoors, with some traveling to various City locations to provide computer related assistance.

EEO Code: N-02

Group: Clerical and Administrative

Series: Data Processing and Information Services