

PUBLIC HEALTH INFORMATION SYSTEMS TECHNICIAN

GENERAL STATEMENT OF DUTIES: Performs responsible duties involving installation, maintenance, training and upgrading of a wide area network; works under direct supervision; performs related duties as required.

STATEMENT OF TASKS:

Installs, maintains and upgrades software and hardware related to the operation of a wide area network with multiple servers or other configuration;

Trouble shoots both hardware and software and repairs, where possible, all components of a personal computer;

Monitors and completes daily backups of computer systems;

Reviews daily logs of file transfers and completes file transfers of non-automated tasks;

Assists computer users who may be having a problem with either a software or hardware issue related to a PC;

Sets up, monitors and maintains user accounts and applications;

Trains users on general computer use, including, but not limited to, logging on, E-mail and software related to the Public Health environment;

Installs, monitors and maintains printing operations on a wide area network including, but not limited to, establishing a print server, setting up a print queue, deleting print jobs and setting up a network printer with either an internal or external network card;

Installs hardware in PCs as necessary;

Assists with and monitors network performance including, but not limited to servers, faulty network cards, cabling and other network devices, including bridges, routers and hubs;

Monitors and maintains network and applications, which includes but is not limited to, CPU type, installed software, hard drive size, network addressing scheme, and software licensing;

Monitors and maintains anti-virus software, security, and all aspects of Internet use, including, but not limited to, access to and from the World Wide Web, homepage usage and enhancements to the Department's homepage.

The class specification above is intended to be sufficient to identify the class and be illustrative of the many duties that may be assigned. It should not be interpreted to describe all of the duties an employee assigned to this class may be required to perform.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

General knowledge of the various computer components and how they work;

Knowledge of computer networks;

Knowledge of the core concepts and use of various operating systems from both a server and workstation standpoint and the ability to modify these systems;

Knowledge of various protocols including NetBEUI, TCP/IP, IPX, IP, DHCP, FTP and HTTP;

Ability to analyze and determine what may be wrong with computer systems;
Ability to install hardware on a PC based network;
Ability to communicate effectively both orally and in writing;
Ability to follow written and oral communication;
Ability to maintain good interpersonal relationships;
Ability to attend work regularly and work under stressful conditions.

MINIMUM QUALIFICATIONS

Bachelor's degree in Computer Science, Management Information Systems, or Computer Information Systems;

OR

Associate's Degree in Computer Science and two (2) years of experience working in a Windows environment on a PC based network that includes the installation and setup of both hardware and software on PCs and servers, and A+ certification or equivalent training.

OR

Four (4) years of experience working in a Windows environment on a PC based network that includes the installation and setup of both hardware and software on PCs and servers, and A+ certification or equivalent training.

ADDITIONAL REQUIREMENTS:

Must possess a valid Michigan driver's license.

Established: July 10, 1997
Revised: October 13, 2000
Revised: February 26, 2001



Human Resources Director