



*Water Works and Lighting Commission*

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**JOB DESCRIPTION**

<b>Position Title:</b> Information Systems Technician	<b>Department:</b> Management
<b>Reports To:</b> Information Systems Administrator	<b>Position Classification:</b> Exempt

**Position Summary**

This position is responsible for providing technical support for the Water Works and Lighting Commission's and the City of Wisconsin Rapids' computer-automated systems and personal computer information systems.

**Education/Experience**

Associate's degree in Computer Science or related field, two years system administration and networking experience, or any combination of education and experience that provides equivalent knowledge, skills and abilities.

Working knowledge of Microsoft operating systems and software as well as networking experience. Working knowledge of virtual server/desktop environments. Must have ability to troubleshoot networking and workstation problems.

Basic knowledge of communication protocols and methods for programming network and SCADA hardware.

Basic knowledge of networking infrastructure design for fiber, ethernet, and cellular connectivity. Able to perform path tracing for troubleshooting and communication restoration.

### **Job Requirements/Skills**

Ability to perform entry-level data analysis including the ability to audit, deduce, assess, conclude, and appraise. Required discretion in determining and referencing such to established criteria to define consequences and develop alternatives.

Ability to utilize a variety of reference, descriptive and advisory data and information such as computer diagnostic reports, flow charts, computer maintenance reports, documentation, technical manuals, computer periodicals, procedures, guidelines and non-routine correspondence.

Requires the ability to effectively communicate orally and in writing with Water Works and Lighting Commission computer users, vendor representatives and other computer professions.

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Ability to apply principles of rational systems. Ability to interpret instructions, furnished in written, oral, diagram or schedules form. Ability to exercise independent judgment to adapt or modify methods and standards to meet variations in assigned objective.

Ability to exercise the judgement, decisiveness and creativity required in situations involving the evaluation of information against sensory, judgmental and/or subjective criteria, as opposed to criteria that are clearly measurable or verifiable.

### **Essential Functions**

Assists the Information Systems Administrator.

Maintains computer network and personal computer hardware and software. Analyzes, identifies and resolves hardware and software malfunction.

Installs and upgrades computer systems and application software and supplies. Maintains computer equipment and supply records.

Provides technical support to utility personnel.

Maintains technical records for all utility automated systems.

### **Physical Requirements**

Ability to operate, maneuver and/or provide simple but continuous adjustments on equipment, machinery and tools such as computer terminals, printers, diagnostic instruments, small hand tools and/or materials used in performing essential functions.

Requires the ability to coordinate eyes, hands, feet and limbs in performing movements requiring moderate skill, such as typing.

Tasks involve the ability to exert very moderate physical effort in light work, typically involving some combination of stooping, kneeling, crouching, lifting, carrying, pushing and pulling objects and handling materials of moderate weight (20 to 50 lbs.) on an occasional basis.

Requires the ability to recognize and identify similarities or differences between characteristics of colors, shapes and sounds associated with job-related objects, materials and tasks.