

City of Lowell
Job Description
Please Post ~ February 10, 2014
Deadline ~February 20 2014
Police Department
Computer Technician

Title: Computer Technician (1100-DH04, 1986)
Department: Lowell Police Department
Reports to: Officer-in-Charge of Management Information Systems
Union: Non-union/Ordinance
Salary: \$61,470.76 (min) to \$72,151.04 (max) GRANT-FUNDED

SUMMARY

To perform computer support of hardware and software for all police computer related systems.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Performs network troubleshooting to isolate and diagnose common network problems.
- Upgrades network hardware and software components as required.
- Installs, upgrades, and configures network printing, directory structures, hubs, interface cards and related hardware/software, rights, security, and software on file servers and monitors user access privileges to all systems.
- Routine system and application software installation and maintenance.
- Provides users with network technical support.
- Responds to the needs and questions of users, escalating complex problems to appropriate sources for resolution.
- Monitors, documents and secures storage daily backups for all systems.
- PC and peripheral device setup and installation and maintenance.
- Maintains inventories of computer supplies, hardware and software.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

One year working in a computer support position or equivalent technical education in the administration, networking or support of computer systems. Complete knowledge and demonstrated working experience using, installing, troubleshooting and maintaining PC hardware and peripherals. Knowledge and demonstrated experience in computer networking; Microsoft certification a plus.

Bachelor's degree (B. A.) from four-year college or university; or one to two years related experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

MATHEMATICAL SKILLS

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.

REASONING ABILITY

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit. The employee is occasionally required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; stoop, kneel, crouch, or crawl; and talk or hear. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts, fumes or airborne particles, and risk of electrical shock. The noise level in the work environment is usually moderate.

The City of Lowell is a smoke and drug free employer and requires a physical with drug screen, and CORI, post offer.

Qualified individuals send resume and/or application with cover letter to the Human Relations Office, Rm 19~City Hall, Lowell, MA 01852 by 4:00 PM: Deadline February 20, 2014. Applicants may also fax resume and/or application to 978-446-7102 or email to cityjobs@lowellma.gov

EOE/AA/504 Employer