

City of Fort Worth, Texas Job Description

Classification Title	IT Technical Support Analyst I		
Job Code:	TC5620	Job Family:	Technical/Para-Professional
Pay Grade	509	Date Reviewed:	07/18/15
FLSA Status	Nonexempt	Date Revised:	

GENERAL SUMMARY

Assists in the performance of infrastructure design, support and implementation for operating systems, networks, and network management systems; provide networking and data communications support; data base administration and designs; provide responsible support to senior management or supervisory staff.

ESSENTIAL DUTIES & RESPONSIBILITIES

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.

1. Assists in installing, customizing, implementing, and supporting systems and network operating systems.
2. Monitors system and network performance; optimizes resource utilization.
3. Designs and implements local and wide area networks; provides support and management to mainframe network systems.
4. Installs and maintains network infrastructure; troubleshoots associated hardware problems.
5. Maintains mainframe computer database system, security system, electronic mail, and other miscellaneous systems as necessary.
6. Provides, maintains and monitors security administration for access to mainframe and payroll system.
7. Prepares instructional materials to describe effects and new requirements resulting from changes to system software.
8. Configures, manages and troubleshoots network printing; resolves copier issues.
9. Provides technical support through in-person and remote support utilizing phone, email and remote tools.
10. Refers cases to desktop team as necessary to resolve problems.
11. Performs other related duties as required.
12. Adheres to assigned work schedule as outlined in the Department and City attendance policies and procedures; ensures all behaviors comply with the City's Personnel Rules and Regulations.

KNOWLEDGE, SKILLS & ABILITIES

- **Knowledge of:**
 - Principle and practices of systems and network operating system implementation and support.
 - Methods and techniques of language coding.
 - Database design and management.
 - Departmental and city rules, regulations and procedures relevant to information systems and services.
 - Internal structure of computer hardware and software.
 - Microsoft SQL Server and Office programs.
 - Relational databases, design and management.
 - Adobe FrameMaker and PatternStream software.
 - Oracle and PeopleSoft.
 - Municipal government.
 - Job tracking software.
 - Financial and budgeting systems.
 - Computer printing operation, print protocols and networking.
 - Printer models and driver installation and problems.
- **Skill in:**
 - Analysis, programming and project planning.
 - Customer Service.
 - Making observations.
 - Making sound decisions.
 - Using good judgment.
 - Prioritizing work activities.
 - Troubleshooting issues.
- **Ability to:**
 - Communicate clearly and effectively, both orally and in writing.
 - Plan, manage and coordinate information.
 - Address and resolve issues.
 - Operate assigned computer equipment.
 - Assist in solving computer problems and difficulties related to assigned division.
 - Operate/manipulate information processing software to suit divisional needs.
 - Follow specific instructions for generating assigned reports.
 - Interpret and explain City policies and procedures.
 - Prepare clear and concise reports.
 - Establish and maintain effective working relationships.

MINIMUM JOB REQUIREMENTS

Bachelor's degree from an accredited college or university with major course work in Computer Science, Information Systems, or a related field and no prior experience.

OTHER REQUIREMENTS

Valid Texas Driver's License.

WORKING CONDITIONS

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.

Depending on assignment, positions in this class typically require touching, talking, hearing, seeing, grasping, standing, stooping, kneeling, crouching, reaching, walking and repetitive motions.

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.

Light Work – Depending on assignment, positions in this class typically exert up to 20 pounds of force occasionally, up to 10 pounds of force frequently, and/or a negligible amount of force constantly having to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for the Sedentary Work category and the worker sits most of the time, the job is rated Light Work.