

## Job Description

(For Positions in CAW Local 555, Unit 1)

*Job descriptions do not include every duty that an individual in a position performs. They are intended to be representative and characteristic of the duties required and the level of work performed. Depending upon the size of the department or unit and its functional activities, incumbents who fall into this category may perform all of the duties listed below or, in the case of large departments or units, may be assigned to designated specialized functions.*

JD #:	<b>JD00368</b>	Pay Grade:	<b>5</b>
JD Title:	<b>Systems Technician</b>	JD FTE Hours:	<b>35</b>
Job Family:	<b>IT</b>		

### General Description

Responsible for implementing and configuring new information technology systems. Troubleshoot and resolve user inquiries and issues with hardware, software and connectivity issues. Provides effective technical and general information technology support to the department.

### Representative Duties & Responsibilities

- Install, configure, maintain, and troubleshoot end-user hardware, software, and peripheral devices.
- Monitor servers and report suspicious or abnormal activity in order to prevent security breaches and service related problems.
- Respond to system emergencies ensuring minimal client downtime during system interruptions.
- Liaise with other departments to minimize network interruptions and possible downtimes.
- Maintain efficient departmental computing services through management of staff computer accounts including software systems necessary to provide and maintain those accounts.
- Maintain numerous email distribution lists.
- Create and maintain documentation as it relates to system workflow, and policies and procedures.
- Ensure network connectivity for all servers, workstations, printers, fax machines, and other network equipment as required.
- Monitor system backups, workstation, and system event logs and report discrepancies to manager for further analysis and resolution.
- Work with outside technical support to troubleshoot and resolve technical issues related to information technology equipment.
- Maintain and program handheld payment processing units.
- Analyzes and improves processes related to departmental systems.
- Determine the cause of technical downtimes and resolve the issue quickly to avoid major impact on essential departmental services.
- Write queries and produce customized system reports for department staff.
- Provide end-user support and training.
- Maintain asset management software in relation to information technology.
- Set up and upgrade new and existing equipment, hardware, and software as required.
- Conduct pro-active system monitoring by running system support checklists.
- Understand and provide expertise in systems equipment utilized in a retail environment.
- Read and understand manuals and technical documents detailing procedures to troubleshoot problems.
- Remain current with frequent technology and system upgrades.
- Perform cashiering duties as required.
- Prepare merchandise for inventory and perform inventory tasks as required.
- Understand the process flow of various systems utilized by the department in order to resolve issues and suggest process flow changes.
- Work after hours to implement systems upgrades and ensure the store is properly closed upon completion according to established departmental procedures.
- Remain current with frequent changes to information technology.

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## Supervision

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- No formal supervision of others is required.
- Provide orientation and show procedures to others.

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## Qualifications

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- 2 year Community College diploma in Computer Science, or related field.
- Requires 2 years of relevant experience.

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## Effort

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### Physical Effort:

- A typical work day consists of greater than 3.5 hours of low physical effort for activities such as:
  - Intermittent periods of keyboarding when maintaining documentation as it relates to system workflow, and policies and procedures.
- Elements of moderate physical effort are not a regular feature of this job.
- Elements of high physical effort are not a regular feature of this job.

### Mental Effort:

- A typical work day occasionally requires routine mental effort for activities such as:
  - Attending to routine requests for assistance from staff regarding their computer systems.
- A typical work day consists of greater than 3.5 hours of moderate mental effort for activities such as:
  - Installing, configuring, maintaining, and troubleshooting end-user workstation hardware, software, and peripheral devices.
  - Monitoring servers in order to prevent security breaches and service related problems.
  - Creating and maintaining documentation as it relates to system workflow, and policies and procedures.
  - Working with outside technical support to troubleshoot and resolve technical issues related to information technology equipment.
- Elements of high mental effort are not a regular feature of this job.

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## Working Conditions

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### Physical Environment:

- Occasionally required to work in uncomfortable or confined work spaces when working on systems located under counters.
- Occasionally exposed to loud or irritating noises from servers in a designated computer room.

### Psychological Environment:

- Occasionally required to deal with rude or upset customers when completing work in the store.
- Frequently required to handle multiple requests for technical assistance at one time.

### Health & Safety:

- Required to climb a ladder to access inventory.

## Job Description Rating Sheet

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JD #:	<b>JD00368</b>	Pay Grade:	<b>5</b>
JD Title:	<b>Systems Technician</b>	Total Points:	<b>394</b>
Job Family:	<b>IT</b>		

Factor	Subfactor	Level Rating	Points
<b>Skill</b>	1. Applied Reasoning and Analytical Skills	<b>4.0</b>	83
	2. Breadth of Knowledge	<b>2.0</b>	13
	3. Adaptation to Change/Updating of Learning	<b>2.5</b>	17
	4. Interpersonal Skill	<b>2.5</b>	31
	5. Education and Experience	<b>D3</b>	60
	6. Dexterity and Coordination	<b>2.0</b>	12
<b>Effort</b>	7. Physical Effort	<b>1.0</b>	3
	8. Mental Effort	<b>3.0</b>	55
<b>Responsibility</b>	9. Planning and Coordination	<b>2.0</b>	28
	10. Responsibility for Others	<b>1.0</b>	10
	11. Accountability for Decisions Actions Affecting People, Assets, and Information	<b>2.5</b>	53
<b>Working Conditions</b>	12. Physical Environment	<b>1.0</b>	3
	13. Psychological Environment	<b>2.0</b>	10
	14. Health and Safety	<b>2.0</b>	16