EMPLOYMENT OPPORTUNITY

City of Roseburg, Oregon

Information Systems Technician

$32.3505 - $41.4114/hour

Applications Close – 5:00 p.m., Friday, July 22, 2022

Essential competencies of this job are described under the headings below. They may be subject to change at any time. The omission of specific statements of duties, does not exclude them from the position, if the work is similar, related, or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee, and may be changed by the employer at any time.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions, providing that an accommodation(s) does not create an undue hardship for the employer, remove an essential job function, and/or, create a direct safety threat to the individual, or others.

GENERAL POSITION SUMMARY

The Information Systems Technician works under the general direction of the Information Systems Manager. Assists the Information Systems Manager in providing support for hardware and software technical needs for all City departments. Investigates products available, plans, organizes and monitors effectiveness of network. Recurring routine assignments are independently performed on basis of past experience. Employee receives general instructions regarding scope of and approach to projects or assignments but procedures and problem resolution are left to the employee's direction and interpretation. Work is reviewed periodically to ensure determinations and decisions are made in accordance to department policy and procedures. Supervision of other employees is not a normal responsibility of positions in this class. This is a confidential position.

ESSENTIAL FUNCTIONS

Unless specifically identified as a "Non-Essential Job Function", the information included in this job description, and any referenced supplemental documents, is considered an "Essential Job Function". Temporary modifications to provide reasonable accommodations, or transitional work assignments, do not waive any of the essential functions for this position.

The following information is not all-inclusive.

- Install, implement, test and service computer hardware, software, peripherals and two-way radio based communication systems.
- Upgrade, inventory and assist in maintaining systems, including complex software applications and local area networks; make adaptations based on user needs.
- Receive, test and set up computer/Servers and Networking Hardware; verify accuracy of orders received.
- Troubleshoot and diagnose system failures to isolate the source of the problem between equipment, cables, system software and/or application software; implement solutions to user problems, including testing, removing/replacing and/or cleaning bad components.
- Remain current on technology developments through staff meetings, vendor demonstrations, technical literature, classes and seminars.

- Analyze user needs for computer, two-way radio and wireless systems; prioritize requests relative to need and availability; perform cost analyses to determine the most effective approach to meeting user needs; obtain and provide budgetary information regarding system applications and recommend alternatives to users.
- Develop and implement training for users on new and existing systems.
- Analyze and correct hardware and software utilization and problems, using departmental and industry standards.
- Assist in the creation and maintenance of documentation of user procedures, hardware and equipment inventory.
- Train users in the use of new, existing and enhanced computer/two-way radio systems.
- Installation of hardware, software, peripheral devices and two-way radio/wireless related equipment.
- Install, test and maintain data, telecommunications and two-way radio equipment/cabling.
- Operate computer consoles and related peripheral equipment to process jobs and monitor system performance; analyze and troubleshoot hardware problems; report to vendor.

KNOWLEDGE, SKILLS & ABILITIES

- Considerable knowledge of computer, wireless and two-way radio base rating principles, capabilities and general uses.
- Considerable knowledge of recommended computer and server hardware, software and peripheral equipment.
- Considerable knowledge of Server and Network infrastructure.
- Knowledge of department policies and procedures.
- Thorough knowledge of computer operations and technologies; information systems practices and techniques; hardware and software and peripheral products evaluation.
- Knowledge of purchasing policies and procedures.
- Skills in working within a team concept; courteously meet and deal effectively with other employee's vendors and the public.
- Skill in diagnosing and correcting computer and software problems.
- Ability to communicate effectively in both oral and written forms.
- Ability to install, test, operate and adjust computer and Networking hardware, software and peripherals, using reference manuals and vendor-supplied technical support facilities for problem resolution.
- Ability to reason logically when analyzing data and utilize program identification and resolution techniques.
- Ability to make decisions independently in accordance with established policy and use initiative and judgment in completing tasks and responsibilities.
- Ability to work effectively with technical personnel and communicate clearly with users with limited computer background.
- Ability to communicate technical information to non-technical system users.

Work Standards:

- Regular attendance and punctuality.
- Speak and act truthfully.
- Conduct oneself with integrity, morality, character, and trustworthiness.
- Exhibit self-control.
- Detail-oriented.
- Thorough when completing work tasks.
- Accept supervision and constructive criticism.
- Reliable, responsible, and dependable.
- Willingness to take on responsibilities and challenges.
- Responds promptly to requests and work from Information Manager and City Staff.

EDUCATION & EXPERIENCE

Education and experience requirements listed are minimum standards. Other equivalent combinations of education, certifications, training, and experience may be considered.

Associates degree or 4 years' experience in computer operations or a related field.

Any other satisfactory equivalent combination of education, experience and training which insures the ability to perform the work may substitute for the above.

WORKING CONDITIONS

The City of Roseburg is committed to complying fully with the Americans with Disabilities Act (ADA) and Oregon's Disability Accommodation and Discrimination laws. We are also committed to ensuring equal opportunity in employment for qualified persons with disabilities. The City of Roseburg will make reasonable efforts to accommodate a qualified applicant or employee with a known disability, unless such accommodation creates an undue hardship on the City of Roseburg's operations, or a safety risk to employee or coworkers, or removes an essential job function. Employees should request an accommodation as soon as it becomes apparent that a reasonable accommodation may be necessary, to enable the employee to perform the essential duties of a position, or to participate in the employment process. To discuss an accommodation request, please contact John VanWinkle, Human Resource Director.

While performing the duties of this job; work is performed in both indoor and outdoor work environments. May require bending, crawling, and kneeling; climbing communication towers, hearing voice and telephone conversation, seeing, keyboarding, and sitting and standing for extended periods of time. May be required to perform a full range of motion with lifting and/or carrying supplies, materials, equipment and/or items weighing up to 70 pounds.

The factors described herein, are representative of, but not all-inclusive of, those that must be met by an individual to successfully perform as Information Systems Technician.

VETERANS' PREFERENCE

The City of Roseburg follows Oregon law regarding Veterans' Preference, you must complete the Veteran's Preference Form and attach a copy of your DD214 / DD215. If you are a disabled veteran, you must also include a copy of your Veteran's Administration benefit summary/award letter with your application.

BENEFIT SUMMARY

The City of Roseburg provides a comprehensive benefit package to employees including Medical, Vision, Dental, Long Term Disability, Life Insurance and various voluntary benefits including MASA Medical Transport Solutions and Aflac. The City participates in the State of Oregon Public Employees Retirement System (PERS) and currently pays the entire contribution on behalf of employees. All full-time employees working over 20 hours per week are eligible for medical benefits the first of the month following their date of employment. Links to the complete benefits resource guide can be found at: https://www.cityofroseburg.org/departments/human-resources/employee-benefits.

Insurance Benefits:

- Medical, vision and dental benefits for employee and family, paid at 100% by the City with the opportunity to buy-up to a lower deductible plan.
- Long-term disability insurance provided by the City.
- Life and Accidental Death and Dismemberment Insurance – policy value of $25,000 paid by the City.
- Health Reimbursement Account (HRA-VEBA) contributions provided by the City.

Additional Benefits:

- Paid vacation, sick leave, and holidays.
- Employee Assistance Program (EAP).
- The City has a fully equipped fitness center available 24 hours a day.

How to Apply: Complete an application form available via one of the following methods.

Electronically: https://www.cityofroseburg.org/departments/human-resources/employment

In-Person: City of Roseburg – Administration Office, 900 SE Douglas Avenue, Roseburg, OR 97470

Email: jobs@cityofroseburg.org

Submit completed application to Human Resources by the closing date listed in the job announcement. Applications must be received or postmarked no later than 5:00 p.m. on the closing date. All required documents should be presented with the application. Resumes are accepted in addition to, not in lieu of, the City of Roseburg application form.

Selection Process: Applications are thoroughly reviewed and screened by the Human Resources Office. Since these are competitive selection processes, applicants whose backgrounds appear to most closely match the needs of the particular vacancy will be considered. Once the screening is complete, Human Resources notifies all candidates of their status. This process can take from one to four weeks after the closing date. Due to the number of applicants and the limited number of job opportunities, not all applicants proceed in the recruitment process.

The City of Roseburg does not discriminate on the basis of disability in the admission to, access to, or operations of its programs, services or activities. The City of Roseburg does not discriminate on the basis of disability in its hiring or employment practices.

Questions: Please direct questions to City of Roseburg Administration, Human Resources office at 541-492-6866. Telephone job line: 541-492-7010 (voice message listing current opportunities).

Equal Opportunity Employer

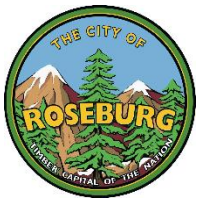
Roseburg – The Hub of Southern Oregon

The City of Roseburg is situated at the heart of the Hundred Valleys of the Umpqua in scenic, Southwestern Oregon. On Interstate 5, it is 67 miles south of Eugene, and 123 miles north of the California border. Traveling by State Highway 38/138 or 42, Roseburg is about 80 miles inland from the Pacific coastal communities Reedsport and Coos Bay. Highway 138 continues east from the city along the North Umpqua River. It is 79 miles to Diamond Lake at the summit of the Oregon Cascades and just 20 miles more to Crater Lake National Park.

The elevation is 465 feet, and features a mild, fair seasonal climate. Winters are cool without much freezing and provide most of the rainfall that brings blossom-filled springs. A warming trend begins in April and May, continuing into the summery days of July and August. Fall weather is pleasant and crisp, producing brilliant leaf colors in late October. The Hundred Valleys of the Umpqua have been compared geographically and climatologically with Italy and Southern France. Extremes of heat and cold are rare. The summer humidity is low and snowfall is rare on the valley floor. The normal growing season is 217 days. Roseburg enjoys one of the lowest average wind velocities in the United States.

Roseburg is the county seat and largest city in Douglas County. The population is 23,701 with an urban daytime population of approximately 60,000. Roseburg is the hub of retail, government activity and medical services for Central Douglas County. The City is served by Roseburg School District #4, which has an excellent reputation and community support. Umpqua Community College is 5 miles north of the City and offers a varied curriculum with extensive adult education and community oriented classes. Multiple locations at the college are available for cultural activities, and there is a thriving community theater group with its own venue in a city park.

The city boasts numerous park areas, including tennis courts, soccer and ball fields, a 9-hole golf course, skate park, disc golf course, dog park and walking trails. Roseburg is the location of choice for many who seek a high quality living environment at a reasonable price. Various community events, including Graffiti Week, Art and Wine Festivals and Music on the Half Shell, among others, are held throughout the year for local residents and tourists. For Roseburg area tourism information go to www.experienceroseburg.com.

There are numerous shopping opportunities from specialty shops in historic downtown to nationwide chain stores. Housing is available in various price ranges. Roseburg's economy has diversified in recent years while still retaining strong ties to its natural resource base. Efforts to bring clean industries and new jobs to the area have been fruitful and are continuing through support by a coalition of government agencies and funding. In recent years, the retirement and senior population has grown considerable, and various residential facilities have been constructed to meet the needs of this segment of population.

Local wineries are an expanding area of economic development with many being recognized in national and international competitions. Umpqua Community College built the Southern Oregon Wine Institute as a center for classes, a training winery and activity center to prepare students for jobs in the industry and to function as a research industry for all of Southern Oregon.