



**CITY OF LONG BEACH
CLASSIFICATION SPECIFICATION**

TITLE: OFFICE SYSTEMS TECHNICIAN I - II

DEFINITION: Under general supervision, installs, maintains and supports personal computer hardware and software; and develops personal computer application programs.

REPORTS TO: Programmer Analyst

DISTINGUISHING CHARACTERISTICS:

Grade Level I - Performs the routine duties of the classification.

Grade Level II - Provides support for more complex personal computer software and hardware information systems; and performs analysis, design, and development of personal computer application programs.

EXAMPLES OF DUTIES:

- Installs, upgrades and configures personal computers and peripherals including modems, printers, disk drives, memory, and other system boards, keyboards and monitors;
- Loads and tests personal computer software;
- Maintains detailed installation and upgrade records;
- Diagnoses computer and software problems;
- Repairs and replaces defective parts and contacts vendors and arranges repairs;
- Provides technical assistance to personal computer users regarding hardware and software problems;
- Develops custom applications, spreadsheets and macros, as requested by personal computer users;
- Evaluates and recommends software and hardware products for departmental use;
- Develops training documents;
- Conducts training courses for personal computer users;
- May perform analysis, design and development of personal computer application programs;
- May act as lead;
- Performs other related duties as required.

MINIMUM REQUIREMENTS:

One year as a Computer Operator, Data Communications Technician or Data Processing Assistant with the City of Long Beach;
OR

OFFICE SYSTEMS TECHNICIAN I-II (continued)

Proof of completion of a computer science certificate program or certification from a computer science technical school;

OR

Proof of graduation from an accredited two-year college with major work in computer science or data processing;

OR

Proof of graduation from an accredited four-year college or university with major work in computer science, business administration, mathematics, or a related field.

Additional specific requirements are necessary for each position within the classification and may include one or all of the following areas:

Experience in the direct support of personal computer based systems including selection, installation, training, and on-going support of personal computer hardware and software;

A valid motor vehicle operator license;

Willingness to work occasional nights, weekends, holidays, and overtime as required;

Ability to pass a security investigation.

HISTORY:

Established 07/01/91 (Classification division with System Analyst)

Approval/Adoption Dates: 10/11/91 - Human Resources Department

10/30/91 - Civil Service Commission