

**INFORMATION SYSTEMS  
TECHNICIAN**

**JOB DESCRIPTION**

**Classification Responsibilities:** An Information Systems Technician is responsible for coordinating system development, implementation, maintenance, and first-level problem resolution in coordination with the City's Department of Innovation and Technology (DoIT) as necessary. This class is also responsible for the training-related functions that involve developing and implementing custom training programs for the department's supported applications. This class performs related duties as required.

**Distinguishing Features:** This class reports to the Utility Billing Systems Program Manager and is required to develop and implement training classes for the Customer Information System (CIS) and Advanced Meter Infrastructure (AMI) applications. An Information Systems Technician is responsible for learning the reporting, testing and application support tasks required for the Information Systems Specialist in the CIS and AMI assignments. Employees in this class may progress by noncompetitive promotion to an Information Systems Specialist in the Business Services CIS or AMI assignments after successfully completing original City probation, being employed a minimum of one year as a City of Mesa Information Systems Technician, meeting the specific criteria-based promotion requirements, and meeting the minimum qualifications of the Information Systems Specialist. This class works with considerable independence and has their work reviewed by the Utility Billing Systems Program Manager through conferences, meetings, reports, and results achieved. This class is FLSA nonexempt.

**Business Services - CIS Assignment:** The training related functions involve developing, designing, and implementing custom training programs for all work groups including procedural documentation and training modules as they relate to CIS, My Utility Account, and related systems. Conduct system training to users in office, classroom settings, field locations, as well as virtual/remote options; and keeping all CIS, My Utility Account, and related systems users informed of changes in procedures or policies that relate to specific job duties. Provide user support as it relates to interpreting city policies, and business processes. Learn to develop and maintain the Customer Information System (CIS/Banner) and My Utility Account utilized by Customer Service, Solid Waste, Falcon Field, Development and Sustainability, Geographic Information Systems (GIS), Energy Resources (Electric and Gas), Water Resources and the Water Quality Department. Acquire knowledge to manage CIS and My Utility Account systems user security and role-based account privileges, including account creation, updates, and removals. Provide one-on-one assistance in troubleshooting, tracking, and solving operational defects with the vendor; and work directly with the City's DoIT in understanding, developing, and testing of functional procedures in CIS, My Utility Account, and related systems. Configure the applications to support business processes, provide first-level software support for all staff that use CIS, monitor system workflows, and trouble-shoot software/hardware issues. Respond to escalated operational needs in a timely manner.

**Business Services - AMI Assignment:** The training related functions involve developing, designing, and implementing custom training programs for all work groups including procedural documentation and training modules as they relate to AMI. Also, assist and back-up the CIS, My Utility Account and related systems training. Conduct system training to users in office, classroom settings, field locations, as well as virtual/remote options; and keep all AMI users informed of changes in procedures

or policies that relate to specific job duties. Provide user support as it relates to interpreting city policies, and business processes. Learn to develop and maintain the Advanced Meter Infrastructure system (AMI) utilized by Energy Resources (Electric and Gas), Water Resources, the Water Quality Department, the CIS Admin group, Customer Service, and GIS (Geographic Information Systems). Acquire knowledge to support business processes as they relate to Billing, Meter Reading, and Meter inventory functionality. Provide system analysis with internal and external vendors; provide assistance with hardware and software support for all staff that use AMI. Trouble-shoot software/hardware and functional issues and escalate to the vendor or the DoIT team to resolve issues in a timely manner. Work directly with the vendors, City's DoIT team, Energy Resources, Water Resources, Water Quality Departments, and CIS Admin group, to assist, develop, and test functional procedures which includes AMI functional software testing, integration software testing with CIS and My Utility Account, business process testing, and AMI defects and system fixes.

## QUALIFICATIONS

**Employee Values:** All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

**Minimum Qualifications Required.** Any combination of training, education, and experience equivalent to graduation from high school or GED. Considerable (3-5 years) user experience with Customer Information System (CIS) or Advanced Meter Infrastructure (AMI) applications and related business processes (customer account maintenance and/or creating service orders).

**Special Requirement.** None

**Substance Abuse Testing.** None.

**Preferred/Desirable Qualification.** Experience planning, preparing, and facilitating computer applications training.

## ESSENTIAL FUNCTIONS

One position may not include all of the essential functions, knowledge, skills, and abilities listed, nor do the listed examples include all the knowledge, skills, and abilities which may be found in positions of this classification.

**Communication:** Communicates with City employees, vendors, management, and contractors to identify problems or required changes; coordinate the development and implementation of solutions; institute new processes; and investigate equipment needs and products. Presents ideas clearly, both verbally and in writing, to share acquired knowledge, discuss alternatives, and address problems or conflicts. Prepares written documents, such as technical documentation, instructions, plans, memos, reports, etc., with clearly organized thoughts using proper sentence construction, punctuation, and grammar in order to document and standardize processes and procedures. Provides demos and instructs and/or trains team members and/or customers in specific computer applications.

**Manual/Physical:** Troubleshoots equipment problems. Operates a variety of standard office equipment such as a PC, printer, digital scanner, digital camera, telephone, and fax. Enters data into a PC in order

to develop databases, document processes, create reports, test and debug computer applications, and/or write computer reports. Moves equipment weighing up to 50 pounds from one place to another using a cart. Meets scheduling and attendance requirements. Operates a motor vehicle requiring a standard Class D Arizona Driver's License to provide on-site technical support at customer locations (*by assignment*).

**Mental:** Applies a functional understanding of PC operating systems and numerous PC software products. Comprehends and makes inferences from written material, including technical documentation related to systems software. Prioritizes work assignments. Resolves procedural, operational, and/or other work-related problems by troubleshooting, contacting involved staff, reviewing procedures, and conducting critical evaluations. Coordinates work activities with DoIT. Assists in the development of policies and procedures related to department/unit automated technologies and operational processes.

Assists in conducting research and analysis of data regarding unit reports, software recommendations, planning for future technologies, new equipment, project tracking, etc., to support the development of process and productivity improvements. Records problem resolutions for hardware and software failures and documents changes to the system. Audits and takes corrective action of work produced as necessary. Monitors portal availability and publishes updates to mesaaz.gov applicable web pages.

Grants permissions to users for access to secured data. Attains and retains technical competency by learning and reviewing job-related material through on-the-job training and/or classroom instructions.

**Knowledge/Skill/Abilities:**

Knowledge of:

principles, methods, objectives, and practices of computer hardware, software, and specialized applications, including reporting capabilities;

principles of business systems analysis, including the analysis of procedures, equipment, and methods; diagnostic methods for computer hardware and software;

research methods and techniques;

basic database design and analysis.

form design and report design;

basic information technology systems design and programming;

basic technical design and analytical concepts; and

computer hardware and software maintenance.

Skill in the operation of standard desktop software, such as Microsoft Office.

Ability to:

analyze hardware and software problems and develop effective solutions;

explain computer systems and technology in non-technical terms;

understand data security and integrity;

use logical and creative thought processes to develop solutions according to written specifications and/or instructions;

understand at least one type of database organization access and retrieval technique;

- develop logical code for efficient program execution;
- create applications and reports using City standard core and specialized software products, such as Tidemark Advantage;
- create reports using City standard reporting software tools, such as Crystal Reports;
- create business justification documents for computer systems;
- create written requirements for computer systems;
- debug new and existing programs;
- establish and maintain effective working relationships with other City employees, supervisory personnel, vendors, Chamber of Commerce, small businesses, and the public; and
- process updates to mesaz.gov and vendor web pages.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

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