



CITY OF DOVER, NEW HAMPSHIRE
Supplemental Position Description

Position: Asset Management Technician	Position Control No: XX-XX-XX-XX
Classification-Series: Information Technology Technician	FLSA Status: Exempt, Regular FT 40 hrs/wk
Occupational Grouping: Professional & Managerial Services	Union - Grade: NON-UNION Grade 18
Organizational Unit: Executive Department	Primary Job Location: City Hall, 288 Central Avenue

JOB SUMMARY: Performs highly responsible work of collecting and distributing data related to the City's infrastructure and asset management data. This includes the responsive and proficient technical support of municipal core systems and services, with a focus on infrastructure and asset management applications.

ACCOUNTABILITY: Works under the direction of the Asset Management Administrator. Assigned duties are carried out independently. Work is reviewed through reports, conferences and observation of results.

SUPERVISION EXERCISED: Provides general supervision through work assignments, instruction, training, technical knowledge, and work review with collaborative information technology positions throughout the City and Schools. Coordinates and leads activities of Information Technology Technician(s) in completing and supporting City-wide information and telecommunication projects.

TYPICAL EQUIPMENT USED: Computer; telephone; calculator; typewriter; dictation & transcribing equipment; video and audio equipment; copy and facsimile machines; electronic diagnostic equipment; small hand and power tools.

TYPICAL WORK ENVIRONMENT: Inside: 75% Outside: 25%

DUTIES AND RESPONSIBILITIES (Except as specifically noted, the following functions are considered essential to this position. The listed examples may not include all duties found in this class):

1. Monitoring and proactive maintenance of current City information systems, with a focus on enterprise-wide infrastructure and asset management applications.
2. Provide accurate documentation and clear organization of key infrastructure data, to include geographic information systems (GIS) data as well as data sets that interact with GIS data and other related asset management information.
3. Planning, prioritization, scheduling and completion of asset management data collection.
4. Support of distribution of infrastructure information, to include display of both publicly available and privately available maps on a variety of platforms, desktop and mobile devices.
5. Collaborate with and offer professional development to municipal employees and vendors in the use of GIS and asset management applications and data.
6. As liaison between municipal employees and vendors, learns how employees interact with infrastructure and asset management applications and continuously updates that knowledge set. Assist employees in verbalizing application limitations and seek solutions within Information Technology Office and with vendors.

7. Tracking, management and evaluation of reactive service calls to clients throughout the City and affiliate organizations.
8. Evaluates trends in information, telecommunication and geographic information systems (GIS) technology, and makes recommendations to Asset Management Administrator regarding appropriate systems and service needs.
9. Works as the technical lead, or in conjunction with Information Technology staff, employees and vendors, in the implementation, ongoing maintenance and upgrade of asset management systems.
10. Available after-hours (outside Monday - Friday 8am – 4pm and holidays) during critical system outages or for pre-scheduled information systems maintenance as needed.
11. Attends to many items requiring attention simultaneously, and/or in sequence.
12. Attends conferences and other education meetings and reviews professional literature to keep current on modern trends and practices.
13. Exercises discretion and maintains appropriate confidentiality concerning municipal related matters.
14. Performs or assists subordinates in performing duties; adjusts errors and complaints.
15. Seeks information from the Asset Management Administrator regarding questions of procedures and information related to the City's information and telecommunication systems.
16. Coordinates activities with other employees, departments or agencies.
17. Establishes and maintains effective working relationships with employees, other departments and agencies, and the general public.
18. Maintains familiarity with and executes safe work procedures associated with assigned work.
19. Performs other related duties as required.

TYPICAL PHYSICAL ACTIVITY REQUIREMENTS:

<p>LIFT: -up to 10 lbs.: Frequently required. -11 to 25 lbs.: Occasionally required. -26 to 50 lbs.: Rarely required. -over 50 lbs.: Rarely required.</p> <p>CARRY: -up to 10 lbs.: Occasionally required. -11 to 25 lbs.: Occasionally required. -26 to 50 lbs.: Rarely required. -over 50 lbs.: Not required.</p> <p>REACH: -above shoulder height: Rarely required. -at shoulder height: Frequently required. -below shoulder height: Occasionally required.</p>	<p>PUSH/PULL: Occasionally required. TWISTING: Occasionally required. BENDING: Occasionally required. CRAWLING: Rarely required. SQUATTING: Occasionally required. KNEELING: Rarely required. CROUCHING: Occasionally required. CLIMBING: Rarely required. BALANCING: Not required. GRASPING: Frequently required. HANDLING: Frequently required. TORQUING: Frequently required. FINGERING: Frequently required.</p>
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DURING AN 8 HOUR DAY, EMPLOYEE IS TYPICALLY REQUIRED TO:

<p>CONSECUTIVE HOURS: Sit: 2 hours Stand: 1 hour Walk: 1 hour</p>	<p>TOTAL HOURS: Sit: 2 hours Stand: 2 hour Walk: 4 hour</p>
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COGNITIVE AND SENSORY REQUIREMENTS:

TALKING: Necessary for communicating with others
HEARING: Necessary for receiving instructions and information.
SIGHT: Necessary for performing job effectively.
TASTING & SMELLING: Not required.

TYPICAL WORK SURFACE(S): Standard office desk and chair; service counter; tables; computer work stations; mobile devices; carpet, tile, concrete and wood floors; ladders, stairs and scaffolding; outside surfaces including flat, sloped and uneven ground; within above and below ground confined spaces; within and above trenches.

TYPICAL CONTROLS & EQUIPMENT: GPS equipment, mobile devices, keyboard/pad, computer mouse, electronic controls, vehicle.

SUMMARY OF OCCUPATIONAL EXPOSURES: Prolonged exposure to sun, extremes of temperature and weather; poisonous insects and plants. May be exposed to copier and printer toner.

KNOWLEDGE, SKILL AND ABILITY REQUIREMENTS: Prior experience with and knowledge of global positioning system (GPS) receivers, geographic information systems (GIS & GPS), computer hardware and software, including mobile technology, operating systems and applications. Intermediate level skills to troubleshoot, prioritize, escalate and find technical solutions quickly and effectively, often using fellow staff members, online and vendor resources; Knowledge of the capabilities and requirements of information technology equipment; Demonstrated ability in completing effective oral and written communications, including information technology systems documentation; Knowledge of the functions, organization and infrastructure of municipal government. Demonstrated ability to plan, organize and prioritize work day with minimal supervision; ability to make accurate arithmetic calculations; ability to maintain electronic and written records and prepare reports. Ability to maintain effective working relationships with department supervisors, fellow employees and the public; Ability to deal with service problems courteously and tactfully.

EDUCATION/LICENSURE/CERTIFICATION REQUIREMENTS: Graduation from a college/university with an Associate's degree in Computer Science, Information Technology, Engineering, Surveying or a closely-related field, plus at least two years progressively responsible experience in GIS data collection, mobile technology use / support, or related information systems work; OR any equivalent combination of education and experience which demonstrates possession of required knowledge, skills and abilities. Must maintain valid NH motor vehicle operator's license. Microsoft, ESRI, VUEWorks, GIS Data collection, cellular technology and other Information System specific certifications preferred.

SPECIFIC VOCATIONAL PREPARATION/EXPERIENCE REQUIREMENT(S):

<input type="checkbox"/> 1. None.	<input type="checkbox"/> 6. 1 to 2 years.
<input type="checkbox"/> 2. Short demonstration up to 30 days.	<input checked="" type="checkbox"/> 7. 2 to 4 years.
<input type="checkbox"/> 3. 30-90 days.	<input type="checkbox"/> 8. 4-10 years.
<input type="checkbox"/> 4. 91-180 days.	<input type="checkbox"/> 9. Over 10 years.
<input type="checkbox"/> 5. 181 days to 1 year.	

OTHER CONSIDERATIONS AND REQUIREMENTS: The minimum requirements listed above may be satisfied by having any equivalent combination of education and experience which demonstrates possession of the required knowledge, skills and abilities.

Classification Established: TBD
Job Description Developed: 04/06/2016
Revised: