

## Information Systems Technician I (Supervisor)

### *Knowledge, Skill, Ability, and Personal Characteristic Statements Rating Results*

1	General knowledge of Windows operating system to open files, create folders, copy, transfer, and backup data.
2	General knowledge in how to correctly connect and operate peripherals (i.e. keyboard, mouse, etc.).
3	Knowledge of Information Technology (IT) concepts, practices, methods, and principles to install, maintain, secure, and support hardware and software.
4	Knowledge of data access methods.
5	Knowledge of basic backup and recovery techniques to protect and maintain data integrity.
6	Knowledge of software application deployment methods in order to ensure application efficiency.
7	Knowledge of personal computer troubleshooting techniques in order to assess and resolve problems.
8	Knowledge of File Transfer Protocol (FTP) to manage, transfer, and backup data.
9	Ability to troubleshoot and identify system problems to help in problem resolution.
10	Ability to disconnect and reconnect computers to ensure environment functionality and efficiency.
11	Ability to prepare clear, sound, accurate, and informative reports to communicate and meet operational requirements.
12	Ability to follow written and verbal instructions accurately for successful completion of tasks.
13	Ability to orally communicate in person and over the phone to convey information.
14	Ability to establish and maintain cooperative working relationships with others to participate on projects, communicate with teammates, users, management, and others.
15	Ability to use diplomacy and tact when dealing with fellow employees, the public and other governmental entities to ensure cooperation and good relations.
16	Ability to maintain confidentiality to ensure compliance with the Public Records Act and Information Practices Act.
17	Ability to listen effectively in order to obtain relevant information.
18	Ability to identify, monitor and resolve problems with Information Technology (IT) systems hardware, software, and processes.
19	Ability to work under pressure to meet deadlines and service levels.
20	Ability to train others in the use of software, products, tools, and procedures to ensure an understanding of department standards.
21	Ability to assign and delegate work to subordinate employees.
22	Ability to monitor the work of subordinate employees to ensure that it meets quality, quantity and timeliness standards.

23	Knowledge of effective supervisory principles, practices and techniques to appropriately and effectively plan, oversee and direct the work activities of subordinate employees.
24	Ability to plan, organize, supervise, direct and oversee the work activities of staff.
25	Ability to resolve performance problems by planning and implementing measures to improve performance.
26	Ability to determine and apply appropriate disciplinary action to employees in the organization.
27	Ability to establish and maintain priorities and expectations with staff.
28	Ability to motivate, develop and direct people in the performance of their work to improve the work environment, the quality of work, and increase productivity.
29	Knowledge of Equal Employment Opportunity (EEO), Family Medical Leave Act (FMLA), and Americans with Disabilities Act (ADA) policies to ensure compliance and maintain a work environment free from harassment and discrimination.
30	Ability to facilitate teams and groups to meet organizational goals and objectives.
31	Ability to plan, coordinate and direct the activities of IT staff to deliver customer services.
32	Knowledge of the department's equal employment objectives to comply with the hiring process.
33	Ability to lift up to 50 lbs. to move files or equipment.
34	Willingness to work various shifts including weekends and holidays.
35	Willingness to work off hours including day shifts, evening shifts, and graveyard shifts.
36	Willingness to be on call to resolve problems or provide customer service on short notice.