

**CITY OF FORT BRAGG  
JOB DESCRIPTION**

**JOB TITLE:      SYSTEMS TECHNICIAN**

**REPORTS TO:    ADMINISTRATIVE SERVICES DIRECTOR                      TYPE: FBEO**

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in this classification. Specifications are not intended to reflect all duties performed within the job.*

**POSITION SUMMARY:**

Under general direction of the Administrative Services Director, performs responsible technical support duties related to the operation and maintenance of City-wide information technology systems, including, broadcasting of city meetings and operation of television playback system. Maintain the City's Website and social media presence. Administer the City's PEG operations keeping content current and provide ongoing assistance of a technical nature to the Systems Analyst - Lead as a member of the City's Information Technology Department.

**ESSENTIAL FUNCTIONS:**

*Essential functions may include, but are not limited to, the following:*

Regularly sits for long periods at a computer; frequently walks, bends, twists, stoops, kneels, turns, and crouches while working at desk; constantly uses both hands/arms in reaching, handling, grasping, and keyboarding while using a variety of office equipment; frequently climbs two flights of stairs; frequently uses a telephone and computer to communicate with coworkers and public; regularly stands to use a variety of office equipment; occasionally lifts and carries items up to 75 pounds from one place or building to another; occasionally lifts above shoulder and head; regularly communicates in oral and written form with co-workers and general public, requiring hearing ability adequate to receive information and instructions verbally, via email and over the phone and the ability to speak and instruct articulately; frequently works with small objects, frequently grasps knobs and turns buttons; requires near and far vision and fine motor skills; frequently makes use of hand-eye and mind-eye coordination, and repetitive motions with wrists, hands and fingers; occasionally drives a motor vehicle. May be exposed to fumes from cleaning products.

Occasionally compiles, analyzes, interprets and prepares reports; occasionally exercises independent judgment within established guidelines; regularly works evenings, holidays and weekends. The noise level in the work environment may be moderate to loud, depending on working conditions. There are frequent interruptions and deadlines.

**TYPICAL DUTIES AND RESPONSIBILITIES:**

*Duties and responsibilities may include, but are not limited to:*

- Produce live streaming television broadcasts of City Council and board/commission meetings, events, and emergency situations.
- Designs video graphics.

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- Produce video programming for public information and internal and external training purposes; update City information for broadcast on government access channel and website.
- Operate a variety of technical equipment for streaming televising and recording meetings and events; operate video and audio equipment, cameras, lights and video editing systems; provide audiovisual support to City departments.
- Operate and maintain computers used to control multi-media devices and a variety of video playback systems.
- Assist in preparing written instructions and providing demonstrations regarding the use of computer/video exhibits and computerized systems.
- Maintain equipment and identify problems or malfunctions; replace parts and repair equipment or secure vendor assistance; maintain service records and schedules.
- Oversee operations and administration of the City's PEG stations.
- Keep the City's Website and Social Media Presence current and up to date
- Maintain an inventory of audiovisual supplies.
- Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.
- Maintains professional competencies and understanding of technology advancements.
- Use specialized computer programs for streaming and archiving of video files.
- May drive a City vehicle in carrying out job tasks.
- Assists the information technology department to provide first level technical support to end-users.
- Uses technology to create reports, track, monitor, audit use of City Information Systems.
- Maintains paper and electronic files.
- Perform other assigned duties required.

### **MATERIALS, EQUIPMENT AND TOOLS:**

Windows-based computers and programs such as Microsoft Windows and Windows Server . Microsoft Office Suite, and various audiovisual equipment/software. Telephone, scanner FAX machine, calculator, copier, postage meter, variety of printers. Various hand held tools, including but not limited to screw drives, pliers, etc.

### **DESIRABLE SKILLS, KNOWLEDGE AND ABILITIES:**

#### **Knowledge of:**

- Video production and post-production techniques; file conversion for web, DVD, Mac and Windows platforms.
- Experience with Windows 7 thru 10 Professional and Windows Server.
- Cinergy software.

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- Audio/visual equipment, operation, and troubleshooting.
- Live event direction & equipment operation, including video switchers and audio mix boards.
- English usage, spelling, punctuation and grammar.
- Customer service principles and public relations techniques.
- Modern office equipment and procedures including use of Microsoft Office Suite.
- Basic understanding of TCP/IP and Inter Connected Network Devices.

### **Ability to:**

- Perform technical support duties in the operation and maintenance of City-wide multimedia systems.
- On a continuous basis know and understand operations, and observe safety rules.
- Intermittently analyze problem systems and equipment.
- Operate and maintain a variety of audio/visual equipment.
- Use computer applications in audio/visual production activities.
- Prepare clearly understood written instructions for use of computer/video exhibits and computerized systems.
- Regularly work evenings, weekends, and holidays as required.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Work independently and exercise sound judgment.

### **REQUIRED EDUCATION/EXPERIENCE:**

- High School Diploma or GED (General Equivalency Diploma); and
- At least one year full time experience in audiovisual technology, the installation and support of LAN or workgroup systems.; and
- Possession of a valid Class C or higher California driver's license.

### **DESIRED EXPERIENCE/EDUCATION:**

- Associate's Degree from an accredited college in Computer Science, Video Production or related field.
- A+ or CompTIA Certifications and/or training.
- Microsoft certifications and/or training.
- Three years of increasingly responsible and complex experience in audiovisual, network and information technology support functions.

- Troubleshooting experience with mobile devices/wireless connectivity and network projectors.

**NOTE:** *Accommodations may be made for some of the essential functions/requirements listed for qualified individuals who require and request such accommodation, due to a qualifying disability.*

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