



# CITY OF HOUSTON

## JOB DESCRIPTION

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Job Code: 441.1

Job Title: **TECHNICAL HARDWARE ANALYST I**

Pay Grade: 17

### **GENERAL SUMMARY:**

Performs skilled technical work in the design, installation, operation, maintenance and repair of computer hardware and data communications equipment or industrial control systems.

### **RESPONSIBILITIES:**

- Installs and maintains data communication networks or microprocessor-based process control equipment.
- Reviews site and develops plans for installation; reviews specifications in detail and identifies restrictions due to compliance codes.
- Oversees daily operation of host computer.
- Assists in the diagnosis of data communications system failures, and communicates and coordinates with supervisor to solve problems with various types of data communications facilities.
- Trains personnel on computer capabilities and technical procedures.
- Responds to complaints and inquiries relating to hardware and data communication problems to clarify procedures in the absence of established guidelines.
- Repairs and calibrates all components of process control systems or data communication networks; troubleshoots and repairs both digital and analog electronic equipment to the module level.
- Performs other duties as assigned.

### **SPECIFICATIONS:**

#### **KNOWLEDGE:**

Requires an Associate's degree (two-year program) in a computer science, instrumentation, or electronics discipline or the equivalent, such as certification in a technical/specialty program of up to three years in duration.

**License:** Depending on area of specialty -- may require a valid class "C" Texas driver's license and compliance with the City of Houston's policy on driving. In the Public Works and Engineering Department, may be required to obtain a valid class "C" or higher Texas Water or Wastewater Plant Operator's license within one year of employment.

## **SPECIFICATIONS: (continued)**

### **EXPERIENCE:**

One year of experience in the design, installation, operation and/or maintenance of a computerized data network or industrial control system is required.

Relevant experience (as described above) may be substituted for education on a year-for-year basis.

### **COMPLEXITY:**

Work consists of standard procedures and tasks where analytic ability is required in following guidelines, policies and procedures.

### **IMPACT OF ACTIONS:**

Errors in work cause some expense and inconvenience. Work is typically performed under moderate to limited supervision with standard operating procedures. The incumbent functions under general review and at times autonomously, with the supervisor available to answer more difficult questions.

### **SUPERVISION EXERCISED:**

#### **Direct Supervision:**

No direct report employees.

#### **Indirect Supervision:**

No indirect reports.

### **CONTACTS:**

#### **Internal Contacts:**

Level of internal contact is primarily with professionals and supervisors. Interaction involves information exchange and/or simple service activity requiring moderate tact and cooperation.

#### **External Contacts:**

Level of external contact is primarily with lower-level service representative and vendors. Interaction requires moderate tact and cooperation; e.g., responding to questions which require some research to provide the correct answer.

### **PHYSICAL EFFORT:**

The position routinely requires lifting of moderately heavy items, such as typewriters or records boxes (up to 40 pounds) and/or very long periods of walking on rough surfaces on a routine basis.

### **WORK ENVIRONMENT:**

There are occasional minor discomforts from exposure to less-than-optimal temperature and air conditions. The position may involve dealing with modestly unpleasant situations, as with occasional exposure to office chemicals and/or extensive use of a video display terminal.

### **PHYSICAL SKILL:**

Requires the ability to make closely coordinated eye/hand movements within very fine tolerance and/or calibration demands; or the ability to make rapid closely coordinated eye/hand movements on a patterned response space within somewhat fine tolerance demands; or the ability to make coordinated eye/hand movements within fine tolerances with large equipment as an extension of the worker.

## **MISCELLANEOUS:**

All duties and responsibilities may not be included in the above job description.

## **JOB FAMILY:**

Technical Hardware Analyst I  
Technical Hardware Analyst II  
Technical Hardware Analyst III