



INFORMATION TECHNOLOGY TECHNICIAN

Class specifications are intended to present a description of the range of duties performed by the classification. Specifications are not intended to reflect all duties performed. Classifications will perform other related duties as assigned.

Definition:

Under general supervision, this position performs a variety of technical user support and training duties which includes installing, configuring, troubleshooting and maintaining computer and telephone hardware, software, data/voice communications equipment and other peripheral equipment.

Classification Characteristics:

The Information Technology Technician is a journey level position that is expected to perform the full range of duties.

Essential Functions:

- Maintain information systems schedules and ensure the accurate performance of hardware, software and communications systems; maintain accurate records of systems activities; perform regularly scheduled operations and data back-up including off-hours maintenance as needed; regularly test systems for backup processing and operation continuity.
- Assist in the developing implementing, maintaining and enforcing of standard policies and procedures for information systems. Recommend procedural changes to improve systems operations, minimize risks and ensure hardware and software integrity.
- Work with outside vendors to identify and correct causes of hardware, software or other program malfunctions, operating systems or application software malfunctions; coordinate warranty repairs with hardware vendors.
- Assist in designing and implementing new networks.
- Test new equipment and software programs; install and configure software upgrades.
- Administer and maintain the City's telephone/voicemail system; provide telecommunications support, including cell phones and tablets.
- Troubleshoot and provide helpdesk assistance; provide instructional and procedural assistance to City staff concerning effectively using computer technology and applications software.
- Assist in reviewing and evaluating recommended application software packages and alternatives; participate in the evaluation and selection of hardware and operating systems; research and evaluate technical products to facilitate hardware and software enhancements.
- Maintain the security of confidential and proprietary information being processed; maintain files in accordance to the City's retention schedule.
- Effectively communicate information, both orally and in writing to employees and regarding areas of responsibility.

Qualifications:

Knowledge of:

- Principles, practices and techniques of information technology including basic personal computer and network troubleshooting techniques, hardware and software installation and Microsoft Windows operating systems.
- Personal computer hardware and software operations, maintenance and troubleshooting.
- Computer networking topologies, protocols and infrastructure.
- Security principles and practices, firewalls, monitoring and reporting tools, internet filtering, anti-virus/spyware, threat identification and remediation.
- Current related computer automation and information systems technologies, developments and industry trends.
- Wireless devices.
- Working knowledge of application software.
- English usage, spelling, grammar and punctuation.

Ability to:

- Install, operate, configure and maintain network servers, computers, printers, routers and communications equipment.
- Troubleshoot a variety of computer hardware, software and network problems.
- Maintain work effectiveness and meet deadlines with frequent changes in workload and priority of assignments.
- Exercise judgment to identify and resolve problems effectively and efficiently.
- Communicate clearly and concisely, both orally and in writing.
- Maintain accurate files and records.
- Work positively and professionally with users in a fast-paced and demanding environment; respond to questions and requests for information.
- Establish and maintain cooperative working relationships with those contacted in the course of work, including City staff and the public.
- Maintain physical condition, audio-visual discrimination and perception and mental capacity appropriate to the working conditions and the performance of assigned duties and responsibilities.

Experience and Training: *Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Experience:

Two years of responsible experience in a Windows Server/Desktop environment that included the operation of a support/help desk; experience in hardware, software, network troubleshooting; and operating system functionality.

Training:

Equivalent to an Associate's Degree with major coursework in computer science, computer information systems or a closely related field.

License or Certificate:

Possession of a California Class C Driver's License.

Working Conditions:

Work in an office environment including prolonged standing, sitting walking, reaching turning, kneeling and bending. Position requires the ability to push, pull, drag and lift up to 40 pounds. Normal manual dexterity and hand/eye coordination and repetitive hand movement using a computer keyboard and mouse. Near vision needed to inspect equipment, read reports, code, technical manuals and other records. Far vision needed for driving motorized vehicles. Frequent exposure to vibrations and pitch of computer equipment.