INFORMATION TECHNOLOGY TECHNICIAN

DEFINITION

To perform installation, maintenance, and troubleshooting support services for city-wide hardware and software systems; to research and make recommendations regarding new hardware, software and office equipment, to plan and execute project implementation; and to provide technical support to an assigned supervisor.

DISTINGUISHING CHARACTERISTICS

This is the journey level in the single level technical Information Technology Technician class. Incumbents initially perform the more routine duties assigned to positions in this class and work under close supervision. However, as experience is gained, incumbents are expected to perform the full range of duties as assigned with increasing independence.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from an assigned supervisor.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Review and resolve work order requests related to network, communications, hardware and software problems and coordinate with end users and/or managers to ensure that customer needs are met; maintain records of work completed and resolutions.

Install and configure desktop computers, laptops, printers and other desktop peripherals such as scanners, cameras and mobile devices; install and support various software and train customers in the use of installed hardware and software.

Support and troubleshoot current desktop operating systems; perform diagnostic testing; analyze root cause of problem and develop long-term solutions; identify and report network problems to the proper network areas.

Perform workstation and network troubleshooting; perform configurations of new desktop images; install, upgrade and maintain computer workstation hardware, peripherals, mobile devices and associated software; manage and execute installation of upgrades and system patches.

Assist users in optimizing their desktop environment; assist in restoring or recovering files or corrupted data;

Administer Active Directory and user account changes. utilize Group Policies or other software applications to deliver applications to end user systems.

Perform technical duties in support of information technology operations; work with vendors to diagnose and remedy problems related to third party systems.

Monitor systems for errors and/or abnormal situations; respond to error messages, resolve issues or refer to appropriate staff member;

Administer system backups on a routine basis; file backup tapes; maintain tape library. Restore user files and directories as needed.

Under supervisory direction, maintain inventories of all hardware, software and peripherals in use at the City.

Research potential new hardware, software or related peripheral equipment and make recommendations on purchases and functionality.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Foster an environment that embraces diversity, integrity, trust, and respect.

Be an integral team player, which involves flexibility, cooperation, and communication.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Methods, tools and techniques of testing, troubleshooting, problem solving and maintenance of hardware and software related to computers, mobile devices, network, and communication systems.

Windows-based computer applications.

Principles and techniques of advanced troubleshooting related to area of assignment such as to computers, mobile devices, network, and communication systems.

Basic knowledge of data networking principles.

Principles and practices of recordkeeping and workflow process.

Operating systems relevant to area of assignment.

Relevant local, State, and Federal laws, rules and regulations related to area of assignment.

<u>Ability to</u>:

Install, configure, maintain, repair and modify a variety of computer equipment, software, communications, servers and desktops, and related peripheral equipment and systems.

Intermittently, review and evaluate documents related to department operations; observe, identify and problem solve office operations and procedures; understand, interpret and explain department policies and procedures; explain operations and problem solve issues for the public and with staff.

On a continuous basis, sit at desk for long periods of time or stand at public counter; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone; write or use a keyboard to communicate through written means; and lift or carry weight of 10 pounds or less.

Understand, interpret and explain hardware and software application solutions to users; read and follow schematic diagrams.

Train end users on application software packages when needed.

Troubleshoot problems related to area of assignment such as to computers, mobile devices, network, and communication systems; identify and locate the source of the problem; diagnosis problem and develop logical, reliable solutions; and initiate corrective actions.

Write procedures and documentation for problems, solutions and standards.

Read, comprehend and retain technical information related to area of assignment

Set priorities and meet critical deadlines; research technical materials and provide and document solutions to more complex problems.

Use sound judgment in recognizing scope of authority.

Operate and use modern office equipment including computers and applicable software.

Maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities.

Provide on-call service, as assigned, during off hours, evenings, weekends and holidays.

Utilize appropriate safety procedures and practices for assigned duties.

Establish and maintain effective working relationships with those contacted in the course of work.

Work with various cultural and ethnic groups in a tactful and effective manner.

Communicate clearly and concisely, both orally and in writing.

<u>Experience and Training</u>

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

<u>Experience</u>:

Two years of progressively responsible technical level computer operations, troubleshooting and repair experience.

<u>Training</u>:

Equivalent to an Associate's degree from an accredited college with major course work in computer science, information technology, or a related field.

<u>License and Certificate</u>

Possession of, or ability to obtain, a valid California driver's license.

Possession of an A+ certificate or equivalent experience.

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FLSA: NON-EXEMPT