

INFORMATION TECHNOLOGY TECHNICIAN

DEFINITION

Under general supervision, performs a variety of technical duties in support of the City's management information systems; provides technical desktop support to users; troubleshoots hardware and software problems associated with the City's computers, telecommunication and security systems, and related equipment; installs hardware equipment and software applications; performs network back-ups; assesses user training needs and trains users in effective use of applications; makes recommendations regarding hardware and software acquisitions; performs database administration; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Information Technology Manager. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This is a journey-level and specialized class that performs a wide variety of technical support duties related to the City's computer, telecommunications and security systems, and related equipment. Responsibilities include troubleshooting hardware and software applications, assuring the security of City personal computers, assisting in the implementation of new software and/or hardware, and the overall maintenance of user accounts. Positions receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from the Information Technology Manager in that the latter has overall management responsibility for the City's information technology program.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Evaluates and diagnoses computer hardware and software problems associated with the City's computers and related equipment; performs diagnostic testing; repairs equipment; establishes a maintenance schedule.
- Installs and supports new hardware and new and/or upgraded versions of software applications.
- Performs routine tasks of local area network (LAN) and wide area network (WAN) administration; assists users in LAN and WAN procedures and programs and in efficiently accessing network resources.
- Services existing electronic equipment requiring repair or complex preventive maintenance; performs scheduled upgrades to existing personal computer systems.
- Builds, configures, and implements application servers; performs systems backup for servers.
- Assists users with operational questions or problems and in the use of computer software applications related to specific departmental activities; provides new user training and ongoing support to keep all end users apprised of changes and upgrades to department computer systems and databases.
- Researches, analyzes, designs, and implements changes to systems, databases, and other programs.

- Identifies and proposes information technology projects to the Information Technology Manager; serves as project manager including performing requirements analysis, feasibility studies, software and hardware selection, testing, and installation and evaluation.
- Moves and sets up workstations, including supplying computer terminal, data connection, and telephone; builds personal computer systems from parts; installs desktop equipment, software, and network operating systems; installs emulation software and wiring connections to the City's network; installs, maintains, and troubleshoots voice connections, cabling, instruments, and switches; tests and certifies each installed connection; works with various vendors to support these systems.
- Serves as a technical resource for maintaining, enhancing, and upgrading the department's current and long-term computer system operations.
- Develops, tests, modifies, and implements report writing applications for departmental use.
- Researches and tests available computer products, analyzing the relevance of different types of software to department functions and requirements.
- Coordinates with other Information Technology Manager to resolve problems with system applications; works with software providers to accomplish specific maintenance and modifications.
- Represents the department at conferences on specialized topics and at meetings with appropriate vendors.
- Provides security authorization for application access and coordinates security maintenance on department computer systems.
- Purchases computer equipment and supplies; maintains inventory; tracks and receives a variety of computer systems and telecommunications equipment, software applications supplies, training materials, and related needs adhering to established purchasing policies.
- Enforces information technology operational policies and procedures.
- Stays abreast of current trends and developments in the field of computer software programs and networking systems, and on a variety of hardware operating systems.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Applications and functions of computer hardware, software, and peripheral devices.
- Theory and design of information technology.
- Principles of database management and systems development.
- Basic principles and practices of project management.
- Windows operating systems; local area network (LAN) and wide area network (WAN) design, operations, and support, such as printers, modems, routers, switches, and other network devices and various equipment.
- Computer and peripheral equipment maintenance methods and procedures.
- Record keeping principles and procedures.
- Modern office practices, methods, and equipment.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

Ability to:

- Analyze, diagnose, and troubleshoot information technology networks, servers, and systems and workstation hardware and software using logic to solve problems.
- Operate, install, maintain, configure, and troubleshoot a variety of highly technical computer equipment and peripherals.
- Analyze and evaluate data, formulate proposals, and implement computer system plans.

- Establish and maintain a computer maintenance schedule.
- Write systems procedures.
- Learn to use new and existing software and hardware.
- Present effective training programs and train users in the application and use of computer hardware and software.
- Compose clear and concise correspondence and reports.
- Understand and follow oral and written instructions.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

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

Equivalent to the completion of the twelfth (12th) grade supplemented by college-level coursework or specialized training in computer science, data processing, or a related field and three (3) years of responsible experience in personal computer system installation and support.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.
- Possession of, or ability to obtain, a valid Microsoft Certified Professional and CompTIA A+ certifications.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various City and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 40 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.