



**DECEMBER 2006
FLSA: NON-EXEMPT**

INFORMATION TECHNOLOGY TECHNICIAN

DEFINITION

Under supervision of a Division Manager, installs, maintains, troubleshoots and upgrades computer hardware, software, personal computer networks, peripheral equipment and City-wide electronic mail systems; assesses user training needs and trains users in effective use of applications; makes recommendations regarding hardware and software acquisitions; prepares documentation and provides user assistance to City staff; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision by the Division Manager. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This is the first level of the computer technical support classification series. It is distinguished from the higher level Computer Specialist class by the latter's more advanced and specialized responsibility to provide support to the City's Geographic Information System (GIS) and other special use systems. Incumbents perform general technical support functions, including physical installation, assembly, configuration and maintenance of the personal computer network linking all City departments. An essential element of this classification is the provision of prompt and effective problem-solving and troubleshooting to City employees through a centralized help desk when system failures or dysfunctions occur.

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.

- Installs, configures and upgrades operating systems and software, using standard business and administrative packages; may modify specific applications for use in operational departments.
- Installs, assembles and configures computers, monitors, network infrastructure and peripherals such as printers, scanners and related hardware; pulls cables and rewires or directs the rewiring of cables as required for new installations and office reconfiguration.
- Troubleshoots problems with computer systems, including troubleshooting hardware and software, e-mail, network and peripheral equipment problems; makes repairs and corrections where required.
- Acts as a technical resource in assisting users to resolve problems with equipment and data; staffs a centralized help desk to facilitate exchange of information and advice; implements solutions or notifies outsource providers as required.
- Makes hardware and software acquisition recommendations including helping users assess needs and providing justification for equipment and services.
- Assists in instructing City staff in the use of standard business and administrative software, including word processing, spreadsheets and database management; provides instruction or written documentation where required.
- Assists with the planning, design, research and acquisition of new or upgraded hardware and software systems; maintains current knowledge of hardware, software and network technology and recommends modifications as necessary; and,

- Performs other duties of a similar nature or level.

QUALIFICATIONS

Knowledge of:

- Computer hardware, software and peripherals such as central processing units, servers, monitors, cables, network systems, printers, plotters and modems;
- Functions, operations and technology related to City financial, business and administrative applications and related hardware and software;
- Current technology related to City applications, networks and telecommunications and the equipment and software required to maximize system support;
- Procedures for installing, configuring, upgrading, troubleshooting and repairing applicable software, hardware and peripherals;
- Principles, practices, hardware and software related to the establishment and maintenance of LAN's and WAN's; and
- Techniques for explaining technical concepts and procedures to non-technical users.

Ability to/Skilled in:

- Installing, configuring and upgrading operating systems and software, using primarily standard financial, business and administrative application practices;
- Installing, configuring, assembling and repairing computers, monitors, network infrastructure and peripherals such as printers and related hardware;
- Monitoring the City's LAN's and WAN's;
- Troubleshooting and solving hardware and software problems;
- Instructing users on new or upgraded computer applications and hardware;
- Using initiative and independent judgment within established guidelines and procedures;
- Organizing own work, setting priorities and meeting critical time deadlines; and
- Communicating effectively with co-workers, subordinates, superiors, the general public, representatives of public and private organizations and others sufficient to exchange or convey information.

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 completion of two years of college-level coursework in computer science, information technology or a related field and two years of general computer installation, maintenance and repair experience; or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job as listed above.

Licenses and Certifications:

Must possess and maintain a valid California class C driver's license and a satisfactory driving record.

PHYSICAL DEMANDS/ENVIRONMENTAL ELEMENTS

Must possess mobility to work in a standard office setting and to use standard office equipment, including a computer, stamina to maintain attention to detail despite interruptions, strength to lift and carry objects

weighing up to 40 pounds; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone.