CLASS SPECIFICATION
IT Technician

GENERAL PURPOSE

Under general supervision, provides first- and second-level technical helpdesk support for users of all IT supported systems, applications and services; installs, maintains, upgrades and repairs computer hardware and software and peripheral equipment; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

IT Technician is the first-level class in the information technology class series. Initially under direct supervision, an incumbent performs a variety of help desk and workstation duties while learning the City's technology environment. As experience is gained, incumbents work under general supervision and perform the full range of assigned helpdesk and workstation support duties. Assignments vary, seldom require detailed instructions, and require sound judgment and initiative.

IT Technician is distinguished from Senior IT Technician in that an incumbent in the latter class performs installation, troubleshooting, maintenance and repair of hardware and software requiring more extensive technical experience and knowledge of the City's technology infrastructure and operating environment and assists.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. As a project team member, serves as the initial point of contact and receives, documents and coordinates problems reported to IT helpdesk; troubleshoots, diagnoses and resolves first- and second-level hardware, software and peripheral problems; refers more complex problems to the supervisor, network administrator and/or vendors for resolution; documents actions taken in response to problems and requests; trains, advises and assists users with technical issues related to computer software and hardware.

2. Installs, relocates, configures, upgrades, replaces and repairs PC hardware and software and peripheral equipment; replaces obsolete and outdated printers; diagnoses hardware malfunctions; replaces components and installs and configures replacement equipment; moves computers and peripheral equipment as needed for users; maintains image files for City workstations and successive patches to keep hardware up-to-date; documents procedures for installs as required.

3. Installs and configures standard and specialized business software in accordance with established criteria; assists with installing software releases and upgrades; updates City computers to meet consistent software standards.

4. Installs, configures, supports and secures network printers; removes excessive computers from City domain; maintains information on computer accounts and disables and removes invalid computers; assists in performing network cabling duties.

5. Maintains computer hardware and software inventory database; prepares of old equipment for disposal.

OTHER DUTIES

1. Attends a variety of meetings, training sessions, conferences and seminars as required.

2. Prepares various reports, as required.

QUALIFICATIONS

Knowledge of:

1. Methods and techniques for the installation, configuration and maintenance of hardware and software.

2. Methods and techniques in troubleshooting and problem resolution for hardware and software problems and device errors and failures.

3. Principles and practices of computer platform and network operating systems.

4. Standard software packages, including word processing, spreadsheet, presentation, graphics and database programs.

5. Help desk functions, policies and procedures.

6. PC hardware, operating systems and characteristics.

7. Federal, state and local laws, regulations and court decisions applicable to assigned areas of responsibility.

8. Basic methods and procedures in the installation, maintenance and repair of network hardware, devices and cabling.

9. Safe work practices and procedures.

Ability to:

1. Troubleshoot, diagnose and resolve computer and PC hardware and software problems and failures of varying difficulty efficiently and effectively.

2. Obtain accurate and complete information from users, in person and by telephone, to identify their needs and problems and develop responses and solutions.

3. Install and configure PCs, laptops, printers and other peripheral equipment.

4. Safely operate and care for a variety of computer repair and installation hand and power tools and electronic diagnostic equipment.

5. Organize, set priorities and complete projects and client requests with a minimum of supervision.

6. Read and interpret diagrams, specifications and manufacturers' instructions for the operation of technology equipment.

7. Follow and apply written and oral instructions.

8. Communicate clearly and effectively, both orally and in writing.

9. Prepare and maintain complete and accurate records and reports.

10. Establish and maintain effective working relationships with City management, staff, end users and others encountered in the course of work.

Education, Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from high school or G.E.D. equivalent; and three years of increasingly responsible experience in IT hardware and software support; or an equivalent combination of training and experience; or an equivalent combination of training and experience. Completion of coursework in computer sciences, management, information systems or a closely related field is highly desirable but not required.

Licenses; Certificates; Special Requirements:

A valid California driver's license and the ability to maintain insurability under the City's vehicle insurance policy.

An A+, Network+ and/or Microsoft Certified Professional is highly desirable.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this job, the employee is regularly required to sit; talk or hear, both in person and by telephone; use hands to finger, handle and feel computers and standard business equipment; and reach with hands and arms. The employee is frequently required to stand and walk; bend, stoop, kneel or crawl; and lift or move up to 50 pounds.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

Mental Demands

While performing the duties of this class, the incumbent is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve complex problems; use math/mathematical reasoning; perform highly detailed work under changing, intensive deadlines, on multiple concurrent tasks; work with constant interruptions, and interact with City management, staff, users and others encountered in the course of work.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employees work under typical office conditions, and the noise level is moderately quiet. Some assignments are performed in customers' offices and may expose employees to dust and airborne particles and risk of electrical shock.