CLASSIFICATION SPECIFICATION FOR: IT TECHNICIAN

Class specifications are intended to present a descriptive list of the range of typical duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job and all described are not necessarily performed by all employees in the class.

POSITION SUMMARY

This position reports to the MIS Manager and performs responsible technical duties related to computer hardware and software customer support; provides project support for new and modified systems; and installs and configures desktop and mobile computers and related software and peripheral equipment.

ESSENTIAL FUNCTIONS STATEMENTS

1. Troubleshoots problems related to all local and wide area network systems, servers, firewall, computer workstations, operating and systems software; and data communications equipment.

2. Assists in projects assigned, including equipment moves, change in departmental software or hardware, network systems and/or operating systems changes; coordinates schedules.

3. Recommends and coordinates procurement, acquisition and support of computer hardware, software, voice and data communication systems and network security appliances.

4. Installs computer work stations, servers, printers and peripherals.

5. Installs, configures, and troubleshoots off the shelf software products.

6. Provides technical support for Internet and Intranet applications.

7. Responds to computer disruptions and failures.

8. Schedules vendor maintenance and repair activities.

9. Performs software reloads and upgrades for desktop computer systems.

10. Performs system backups and restores workstations and servers for Windows platforms.

11. Provides user support regarding operational, system, equipment and software questions and problems, implements system-wide security measures, performs diagnosis of hardware problems.

12. Provides support for critical systems such as public safety, financial management, geographic information system, and document management.

13. Performs related duties and responsibilities as required.

REQUIRED EDUCATION, EXPERIENCE, AND TRAINING.

Any combination of experience and training that would likely provide the required knowledge, skills and abilities is qualifying.

- Completion of high school or equivalent; and
- Three years of increasingly responsible experience in information systems and support.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Principles and practices in information technology.
- Standard office productivity and other computer software typically used throughout local government.
- Principles and practices of local area networks and wide area networks, performance and traffic monitoring, security and integrity maintenance

Ability to:

- Perform personal computer, laptop, network, and tablet hardware and software customer support duties.
- Determine and document end-user needs, instruct staff in the operation of new or revised computer applications, including explaining systems concepts to non-technical users.
- Train and instruct users in Microsoft Windows Operating Systems and Office Suites, e-mail and internet use.

DESIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Possession of a valid State of California Class C driver's license.

WORK ENVIRONMENT

Office environment. Position requires sitting for prolonged periods of time; extensive use of keyboard; visual acuity to read computer screens, occasional bending, stooping, reaching or lifting up to 50 pounds.