

INFORMATION TECHNOLOGY TECHNICIAN

DEFINITION

Performs responsible technical duties related to computer hardware and software support; provides project support and maintenance for new and modified systems and programs; supports server technologies; and maintains, installs, troubleshoots, and configures desktop computers and related peripheral equipment. The position requires more advanced troubleshooting beyond a helpdesk role, with the expectation that, over time, the technician will be able to provide the city with new ideas for improving processes and the environment.

SUPERVISION RECEIVED AND EXERCISED

Receives direct supervision from the Director of Information Technology. No supervision is exercised.

CLASS CHARACTERISTICS

Incumbents work under immediate supervision while learning job tasks, progressing to general supervision as procedures and processes of assigned area of responsibility are learned.

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.

- Be a critical thinker, who can work with a small team, loves to problem solve, friendly attitude, build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.
- Provide first-level assistance to staff; verify the location of the problem; elicit information from end user on the nature of the issue; resolve issue or refer to higher level staff when necessary.
- Create user IDs, modify user profiles, re-set passwords, maintain email accounts, email distribution lists, troubleshoot phone related issues
- Perform workstation troubleshooting; perform configurations of new desktop images; install, upgrade and maintain computer workstation hardware, peripherals, mobile devices and associated software.
- Monitor servers, backups, network using RMM tool, perform maintenance tasks
- Manage and organize e-waste and perform asset management tasks
- Work with vendors, schedule time for work, meet on location, verify work was complete

- Assist the IT Director with documentation for the environment, pictures, and network charts.
- Work directly with the Police department and vendors to support crime reporting software, bodycams, smart tasers, security cameras, etc.
- Troubleshoot and repair computer hardware; repair computer hardware including personal computers, printers, computer monitors, and other peripheral equipment, replace if needed.
- Maintain inventory management of equipment, laptops, phones, and other devices.
- On rotation with a group of employees to run and manage City Council meetings.
- Assist with different departments with website updates to maintain their pages.
- Performs other duties as assigned.

EDUCATION AND EXPERIENCE

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

Experience:

- Two years of technical computer support duties is desirable.

Education:

- Equivalent to an Associate's degree from an accredited college with major coursework in computer science, information technology, network administration, or a related field.
- At least one Information Technology certification (CompTIA, Microsoft, or other IT vendors)

License:

- Valid California class C driver's license with satisfactory driving record.

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, before groups and over the telephone. Standing in work areas and walking between work areas may be required, including working in confined spaces to install and repair equipment. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard, typewriter keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally 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 necessary to perform job functions.

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 procedure.