Information Technology Technician

Summary

Perform a wide range of technical duties to provide effective customer support and training for assigned technology functional areas; provide project support and maintenance for new and modified systems, programs, and/or network servers and equipment. Depending on the area of assignment, the incumbent may perform duties related to business systems or network systems.

Business Systems assignment duties include: Provide technical support for a variety of business systems; provide customer support on vendor-supported systems including application updates, assist with technical troubleshooting and development and maintenance of system documentation, review of business processes, and implementation of system upgrades, modifications and customer training.

Network Systems assignment duties include: Troubleshoot and resolve system/application related support requests pertaining to maintenance and administration of computer hardware and software systems to meet business needs; install, upgrade, configure, test, and repair network servers, peripherals, operating systems and/or applications.

Class Characteristics

General supervision is provided by a higher-level supervisor or manager; responsibilities may include the indirect supervision of support staff. This is a journey-level classification. Incumbents are expected to work independently and to perform the full range of duties for their area of assignment.

Essential Duties, Skills, and Demands of the Position

The duties, skills, and demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with a disability to perform the essential duties, skills, and demands.

Duties:

While majority of the duties assigned to a position typically fall within one of the following areas, incumbents may also be assigned duties that cross multiple areas:

Business Systems:

Coordinate the development of documentation and implementation of training and procedures for new systems and programs, coordinate with vendors, internal technical staff, management, and system customers.

Assist departmental personnel in administering user profiles and rights in business applications.

Train and provide technical direction and support to customers and operators on software, and/or custom applications; write procedures for utilizing software and applications.

Maintain cybersecurity awareness, remediate identified gaps or weaknesses, research and document suspect emails and other cybersecurity attacks; escalate potentially damaging issues to management.

Coordinate development of basic reports and queries based on customers' needs and specifications; perform file extracts and queries.

Assist in the implementation, coordination, testing, problem resolution, and procedure development associated with department technology.

Assist in negotiating acceptable issue resolution and required delivery schedules with computer software, hardware, and service vendors.

Serve on project teams; assist with project management.

Utilize the Help Desk to assist with business application problem resolution; including creating tickets, coordinating documentation and testing and assisting departmental personnel with vendor issues; document problem resolution and contribute to Help Desk knowledge base.

Research, analyze, and recommend resolution to reported issues in a timely manner.

Support contracted vendor technical staff on hardware and software projects and issues resolution.

Administer servers and workstations by installing and troubleshooting system software and programs; administer system access and security.

Generate standard products such as reports, diagrams, exhibits, maps, and displays.

Perform and review daily, monthly, and annual jobs and reports associated with departmental applications.

Perform related duties as assigned.

Network Systems:
Log and respond to help-desk requests for information and technical assistance from a variety of sources including other City departments and outside agencies; assist customers in resolving operational problems such as hardware and software malfunctions.

Read hardware and software documentation for the purpose of carrying out core assignments and assisting customers with identifying and solving problems; prepare drafts of procedural and other documentation for review.

Inventory computer equipment and maintain computerized inventory system; order and maintain computer supplies.

Configure and install computer workstations, printers, peripherals, and mobile devices.

Maintain records and logs; update Help Desk tickets; communicate next steps to customers.

Install, configure, and troubleshoot general application software products, computer workstations, printers, peripherals, audio/visual equipment, security cameras, cell phones, and tablets.

Serve as liaison with customers or customer groups and assist with determining needs.

Test desktop computer configurations for consistency with standards.

Perform regular maintenance functions to ensure compliance with cybersecurity policies and principles, maximum performance, and reliability; perform software reloads and upgrades for desktop and laptop computer systems.

Maintain cybersecurity awareness, remediate identified gaps or weaknesses, research and document suspect emails and other cybersecurity attacks; escalate potentially serious issues to management as applicable.

Schedule vendor maintenance and repair activities.

Assist in instructing City staff in the use of standard business and administrative software, including word processing, spreadsheets, database systems; provide instruction as necessary.

Communicate with higher level staff regarding existing or potential problems, documentation, testing, or scheduling concerns.

Perform related duties as assigned.

Skills/Abilities:
All positions:
Apply technical knowledge of automated systems hardware and software in the assistance and support of customers.

Read, analyze, and interpret commonly related technical documents.

Define problems, collect, and interpret data, establish facts, draw valid conclusions, and take appropriate corrective action within established guidelines.

Maintain accurate logs and records.

Understand principles of cybersecurity awareness and practices.

Prepare comprehensive technical and informational reports.

Organize, prioritize, and coordinate workload activities.

Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.

Communicate clearly and concisely, both orally and in writing.

Explain technical concepts in non-technical terminology.

Establish and maintain effective working relationships with those contacted in the course of work.

Business Systems (in addition to the list for all positions):
Understand customers' needs and recommend system modifications compatible with environment.

Prepare documents for system modifications.

Review, update, document, and test applications.

Understand basic principles of scripting and report writing tools.

Install, debug, and resolve software and application problems.

Network Systems (in addition to the list for all positions):
Install, configure, troubleshoot, operate, and maintain various computer equipment, peripherals, and standard office equipment.

Install, monitor, modify, and maintain system hardware and software.

Develop and implement procedures for effective installation and maintenance of data processing applications.

Recommend standards for personal computer system resources.

Physical Demands and Work Environment:
While performing the duties of this job, the employee is regularly required to sit at a desk for long periods of time; intermittently stand, bend, squat, climb, kneel, and twist while working on computer equipment, peripherals, and other ancillary equipment; climb ladders; climb under desks; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use various hand tools and testing equipment in repair, adjustment, or problem identification of computers and related equipment; use telephone; write or use a keyboard to communicate through written means; and may infrequently lift or carry weight of up to 40 pounds. The employee may occasionally work with the use of a vehicle. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. Requires the ability to work in an office environment where the noise level is usually moderate.

Qualifications

Knowledge of:
All positions:
Operations, services, and activities of information systems.

Customer service principles, practices, operations, and procedures.

Training, procedure development, and documentation.

Software testing methodologies.

Principles, practices, and techniques of project management.

Principles of business letter writing and basic report preparation.

Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.

Pertinent federal, state, and local laws, codes, and regulations.

Business Systems (in addition to the list for all positions):
Application system software design.

System application purposes, database configurations, and process workflows; systems operations, analysis, and modification.

Diagnosing, troubleshooting, and general maintenance of business application systems.

Local government business systems such as payroll, accounting, customer billing, land management and/or enterprise asset management.

Productivity software, and query software tools.

Network Systems (in addition to the list for all positions):
Operational characteristics of local and wide area network systems, communication systems, equipment, and devices.

Best practices for tracking and evaluating system performance.

Methods and techniques of testing, troubleshooting, problem solving, and maintenance of computers, network, and communication system hardware and software.

Computer operating systems and architecture.

Principles and operations of peripheral equipment, including computers, phones, internet, software and hardware applications, cabling printers, routers, and data lines.

Applicable operating environments, commands, structures, backup and restore procedures, requirements, and procedures for set up.

Principles and practices of Microsoft Active Directory administration and maintenance.

Windows-based computer workstations and Windows use, configuration, installation, and maintenance.

Microsoft office suite and other relevant applications to assist customers and provide troubleshooting.

Education and Experience
Any combination equivalent to the education and experience likely to provide the required knowledge and abilities would be qualifying. A typical way to gain such knowledge and abilities would be:

Education:
Equivalent to an Associate's degree with major coursework in a discipline relevant to the area of assignment.

Experience:
Business Systems:
Two years of technical experience providing technical customer support for business systems administration related to networked systems.

Network Systems:
Two years of technical experience in an environment involving computer operation, including support for personal computers, networking, and server maintenance.

Substitution:
Additional years of relevant experience may substitute for the required education on a year for year basis.

Certifications/Licenses:
Possession of a valid California Class C driver's license.

Additional Requirement:
Must be willing to work outside normal working hours when necessary.

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