



INFORMATION TECHNOLOGY TECHNICIAN

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

DEFINITION

Under the supervision of the Information Technology Administrator, performs a wide variety of specialized professional support duties for the Information Technology Division of the District, including but not limited to organizing and performing systems and programming work to support specific functional areas of District operations; assisting in determining and resolving hardware, software and other related technical problems. Performs related work as assigned.

CLASS CHARACTERISTICS

This position under general direction will complete or oversee activities designed to provide support for a multi-platform computing and networking environment. Employees entering this class series with basic knowledge of the methods, practices, procedures, policies, regulations and laws related to such environments.

ESSENTIAL FUNCTIONS

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 the class.

These functions may not be present in all positions in multiple position classes. When a position is to be filled, the essential functions will be noted in the announcement of position availability.

- Receives trouble calls on equipment and diagnoses problems.
- Monitors system-processing activities by observing computer console, peripherals, input, and output to ensure maximum throughput of data.
- Performs local and remote testing on equipment, including running computer programs to diagnose faults.
- Performs equipment repair, builds cables, replaces boards and components to identify or remedy failures.
- Performs all functions required to prepare and install microcomputers and related equipment, including connections to the data communications network.
- Assists in preparation and installation of software and peripheral devices.

- Assists in the diagnosis and resolution of software problems.
- Prepares and coordinates sending equipment out for repair.
- Orders and inventories spare parts, including stripping surplus equipment for usable parts.
- Evaluates requests for microcomputer services, develops alternate proposals, and recommends new applications.
- Develops system specifications, writes and tests programs, and compiles support documentation and manuals.
- Implements systems and provides for ongoing maintenance and enhancements.
- Trains users in the basic operation and maintenance of microcomputers and related components.
- Assists in the development of proposals for the procurement of information systems and services.
- Operates other information technology related equipment such as phones, scanners, printers, plotters, graphics equipment, etc.
- Performs miscellaneous functions as required, including (but not limited to) calling vendors to report/resolve problems, assisting with demonstrations and site preparations, assisting in changing microcomputer location, and assisting electricians in determining necessary wiring changes.
- Perform complex systems design and modifications; configure, monitor and diagnose problems with backup and restore operations; perform disaster recovery planning and operations.
- Prepare new computer workstations for use with District network and install necessary software; install and maintain software on existing computer workstations.
- Implement new technologies as necessary allowing the District to keep up with industry trends; work with others to obtain knowledge of District user activities.
- Work cooperatively with other users, employees, department managers, outside vendors and customers.
- Assist in the preparation of the departmental budget as it pertains to Information Technology.

QUALIFICATIONS GUIDELINES

Knowledge and Skills:

Thorough knowledge of computers, peripherals, and network equipment; systems; procedure analysis and development; methods and techniques for setting up various systems; ability to identify and resolve problems associated with operating system malfunctions; ability to understand and follow detailed written and oral instructions; ability to organize and coordinate workload; principles and practices of database design and administration; well versed with Microsoft Windows XP Professional, Exchange 2003/2007 and Microsoft Windows Server 2003. Proficient in documenting of systems and procedures.

Education and/or Experience:

Possession of a bachelor's degree in information systems, data processing, electronics technology, or microcomputer systems or equivalent experience; three years minimum experience as an information technology technician or similar. Experience with public sector or local government agency processes and practices highly desirable.

Physical Requirements:

Employees must meet the following requirements, which are necessary to successfully perform the essential functions of this class:

Communicate orally and by telephone with management, co-workers, and the public in face-to-face, one-to-one, and group settings; interact with District managers, supervisors and staff; use office equipment such as computer terminals, copiers, ten key adding and FAX machines; sit for extended periods of time; bend, stoop and lift up to 20 lbs.; have hearing and vision within normal ranges. Considerable manual dexterity with tools. Ability to work under stressful situations.

Special Requirements:

Possession of a Class C California driver's license and a satisfactory driving record.

Possession of or ability to obtain certification from District provided CPR/First Aid Training.

FLSA: Exempt
Range: 119
Union: Non-Represented